

Helicopter Support, Inc.

A Sikorsky Aerospace Services Company

June 2007

Bronze



Qualifying

Coaching, Teaching & Baselineing

Trying the tools; getting some results

July 2008

Silver



Significantly improving business metrics

August 2010

Gold



Best-in-class, year-over-year business metrics improvements



HSISD's dedicated workforce offers a clean, safe work environment that focuses on delighting the customer.



Improved Safety - Kaizen Events, ACE Tools



Cleanliness – 6S, FOD Prevention

On August 12, 2010 Helicopter Support Inc. Services Division (HSISD) achieved the pinnacle level of the UTC Operating System: Achieving Competitive Excellence (ACE). Becoming ACE Gold has been a journey for HSISD that began with initiating the ACE tools and meeting the ACE Bronze requirement in June 2007. With a significant focus on training and utilization of the 12 ACE tools in 2008, HSISD was able to make dramatic improvements in cost of ownership and lead times while still building up the business. These efforts were recognized by our customers and HSISD received the ACE Silver in July 2008. Despite the economic issues in 2009, HSISD recognized that becoming "Best-in-Class" meant investing heavily in transforming the business. Several events took place, incorporating both ACE tools and Lean mythologies, that physically removed the cinderblock walls and completely re-laid out the shop to allow part flow and visibility. The transformation, a healthy ACE Culture, aggressive utilization of the ACE tools, along with visual factory techniques has allowed HSISD to be recognized as an industry leader in Cost, Quality, Delivery, and Safety. We are proud to have been awarded ACE Gold in August 2010, but we also recognize that the journey is never over. HSISD will continuously improve and take the necessary steps to build on the customer's satisfaction and create lasting partnerships.