

DCA22MA009

**OPERATIONAL FACTORS/HUMAN PERFORMANCE**

Group Chair's Factual Report - Attachment 19

MyBoeingFleet Article

October 26, 2022



# myboeingfleet.com

For

MyBoeingFleet.com is a secure e-business site on the World Wide Web that provides online maintenance, engineering, and flight operations data and services to operators of Boeing airplanes. The site helps Boeing customers increase the efficiency and productivity of their operations and makes it easier for them to conduct business with Boeing.

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COMMERCIAL AVIATION SERVICES  
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TECHNOLOGY/PRODUCT DEVELOPMENT



# Increased Efficiency and Productivity

# M

MyBoeingFleet.com is a business-to-business web site (fig. 1) offered to airplane owners and operators as well as maintenance, repair, and overhaul centers. It provides online access to a wide range of Boeing products and

services, from maintenance documents and engineering drawings to parts purchasing and flight operations manuals (fig. 2).

MyBoeingFleet helps customers increase operational efficiency and productivity by offering

1. Digital documentation.
2. Technology-aided collaboration.
3. Integrated information.
4. Self-service environment.
5. Enhanced customer processes.
6. Customized views.
7. Hosted customer content.
8. Robust infrastructure.

## 1 DIGITAL DOCUMENTATION

MyBoeingFleet contains an electronic library of technical documentation, including engineering drawings and maintenance manuals for Boeing commercial airplanes. This digital library benefits operators in several ways.

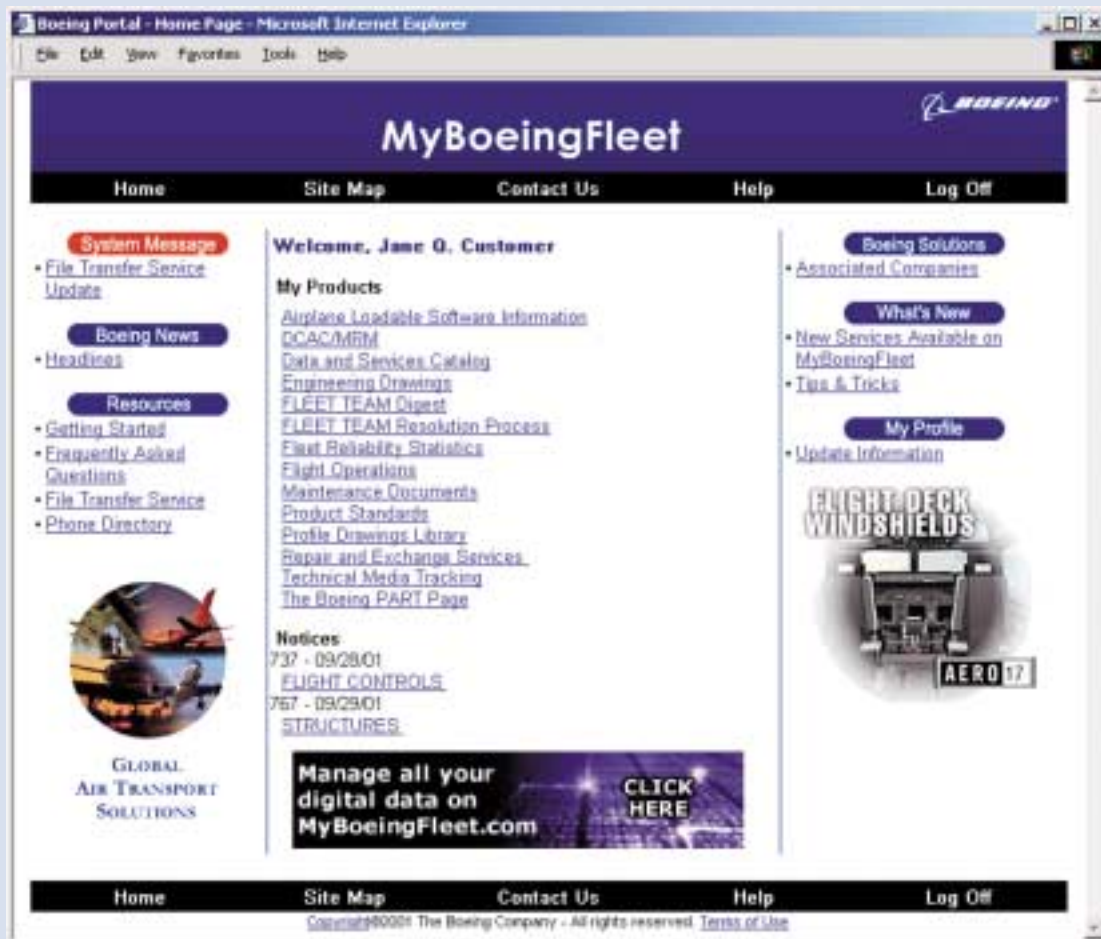
- Operators' technical publication departments can migrate from paper-based documents to a digital environment where they can simplify storage, maintenance, and distribution processes.
- Users can be sure that they are viewing the latest information because information on MyBoeingFleet always is up to date. For example,

*FLEET TEAM*<sup>TM</sup> Digest provides current status on more than 2,000 in-service issues, with approximately 20 new or revised documents being published each workday.

- Operators can use MyBoeingFleet search mechanisms to quickly find the documents they need and locate resources of which they may not have been aware.


## 1 MYBOEINGFLEET HOME PAGE

FIGURE



Commercial Aviation Services - Site Map - Microsoft Internet Explorer

File Edit View Favorites Tools Help

**MyBoeingFleet** 

Home Contact Us Help Log Off

**Site Map**

**Maintenance Documents**

**General**  
[Help/Introduction](#)  
[CD Product Downloads](#)  
[E-mail Service](#)  
[Fleet Profile](#)  
[Publication Change Requests](#)  
[Recently Added Documents](#)  
[Significant Rework Log](#)

**Maintenance Manuals**  
[Aging Fleet Documents](#)  
[Maintenance & Repair Documents](#)

**Service Documents**  
[All Operator Letters](#)  
[Configuration Change Support Data](#)  
[In-Service Activities Reports](#)  
[Maintenance Tips](#)  
[Service Documents Quick Search](#)  
[Service Letters](#)  
[Structural Item Interim Advisories](#)

**Customer Service**

**Products & Services**  
[Airplane Loadable Software Information](#)  
[Data and Services Catalog](#)  
[Fleet Reliability Statistics](#)  
[Warranty](#)

**Programs**  
[777 Longer Range Working Together Team](#)

**Resources**  
[MyBoeingFleet Metrics](#)

**Spares**

[PART Page](#)  
[Repair and Exchange Services](#)  
[Spares Provisioning Services](#)

**DCAC/MRM**

[Airplane Process Data](#)  
[DCAC/MRM](#)  
[Engineering Process Training](#)

**Flight Operations**

**Flight Operations Manuals**  
[Airlanes Flight Manuals](#)  
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[FPPM](#)  
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**Engineering**

[Engineering Drawings](#)  
[Profile Drawings Library](#)  
[Product Standards](#)

**FLEET TEAM™**

[FLEET TEAM™ Emerging Issues Bulletin Board](#)  
[FLEET TEAM™ Resolution Process](#)  
[FLEET TEAM™ Digest](#)  
[Reusable Solutions](#)

**Technical Media Tracking**

**Authorized Distribution**  
[Revision Service](#)  
[Media Totals](#)  
[Addresses and Codes](#)  
[Revision Schedules](#)

**Shipments**  
[Find a Shipment](#)  
[Carrier Links](#)

**References**  
[Product List](#)  
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**2** TECHNOLOGY-AIDED COLLABORATION

With applications such as electronic discussion groups, MyBoeingFleet encourages collaboration in ways never before possible. The *FLEET TEAM*<sup>™</sup> Resolution Process bulletin board allows airlines to post major issues and comment on postings by other airlines (fig. 3). This online forum serves as a virtual meeting place where airlines and Boeing can discuss service issues. (See “*FLEET TEAM*<sup>™</sup> Initiative for Improved Customer Service,” *Aero* no. 11, July 2000.) For each airplane model,

a committee of representatives from Boeing and the airlines reviews posted comments and determines which items require immediate resolution. Airlines communicate solutions to Boeing that are acceptable in terms of operator cost and schedules.

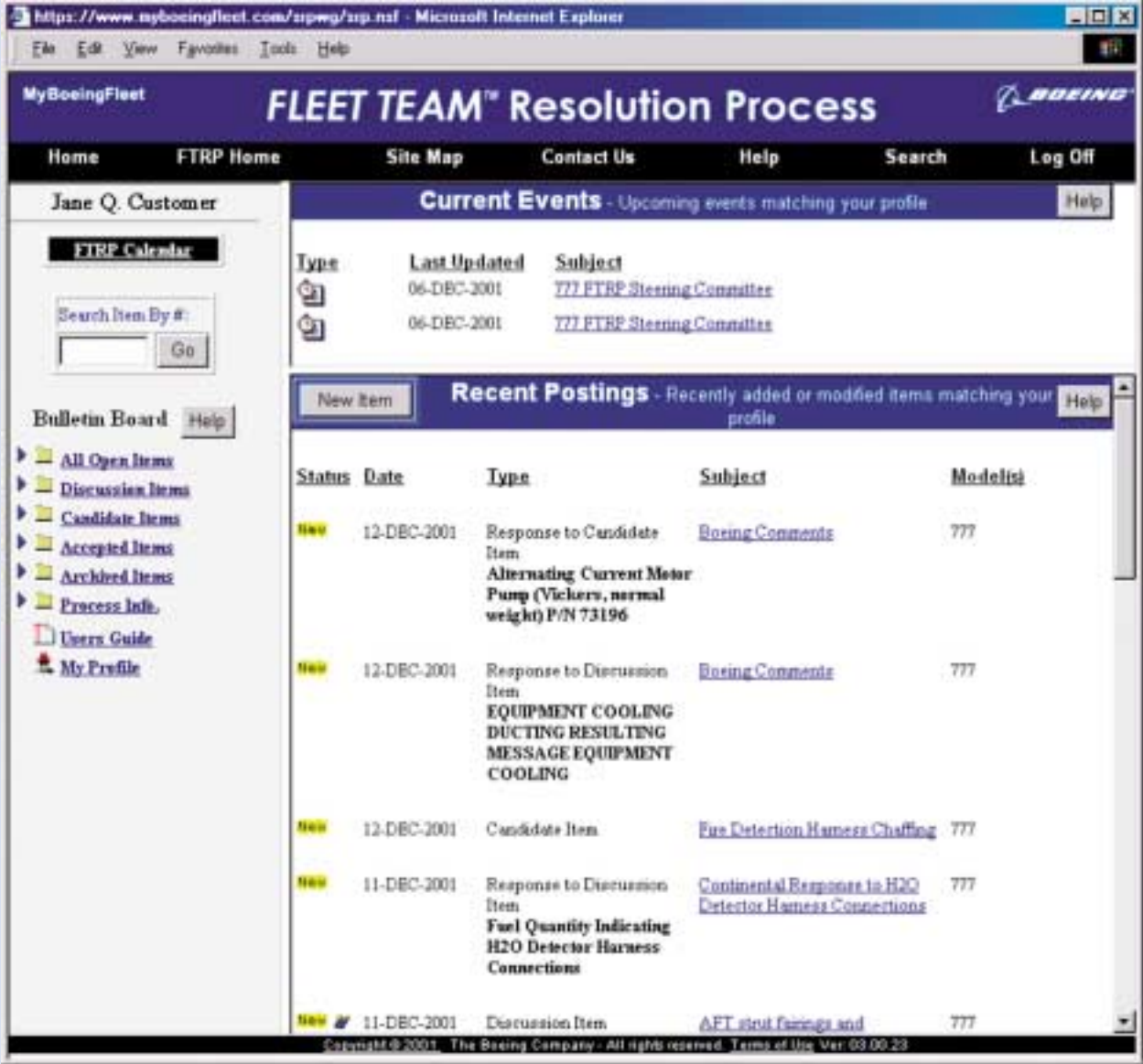
Another electronic bulletin board was launched late last year to address emerging safety-related issues. Boeing uses the *FLEET TEAM*<sup>™</sup> Emerging Issues bulletin board to quickly canvass customers worldwide about potential airworthiness concerns and then provides the U.S. Federal Aviation Administration with an action plan

and an industrywide recommendation based on increased airline participation. (Before this forum was established, Boeing obtained feedback formally from only a limited group of customers in accordance with Air Transport Association process 111.)

Another example of technology-aided collaboration through MyBoeingFleet involves the Longer Range 777 Working Together team. Boeing and a number of participating owners and operators have a dedicated site, which can be accessed through MyBoeingFleet, that helps the global team track design changes and store documents.

**3** TECHNOLOGY-AIDED COLLABORATION — *FLEET TEAM*<sup>™</sup> RESOLUTION PROCESS BULLETIN BOARD

FIGURE



### 3 INTEGRATED INFORMATION

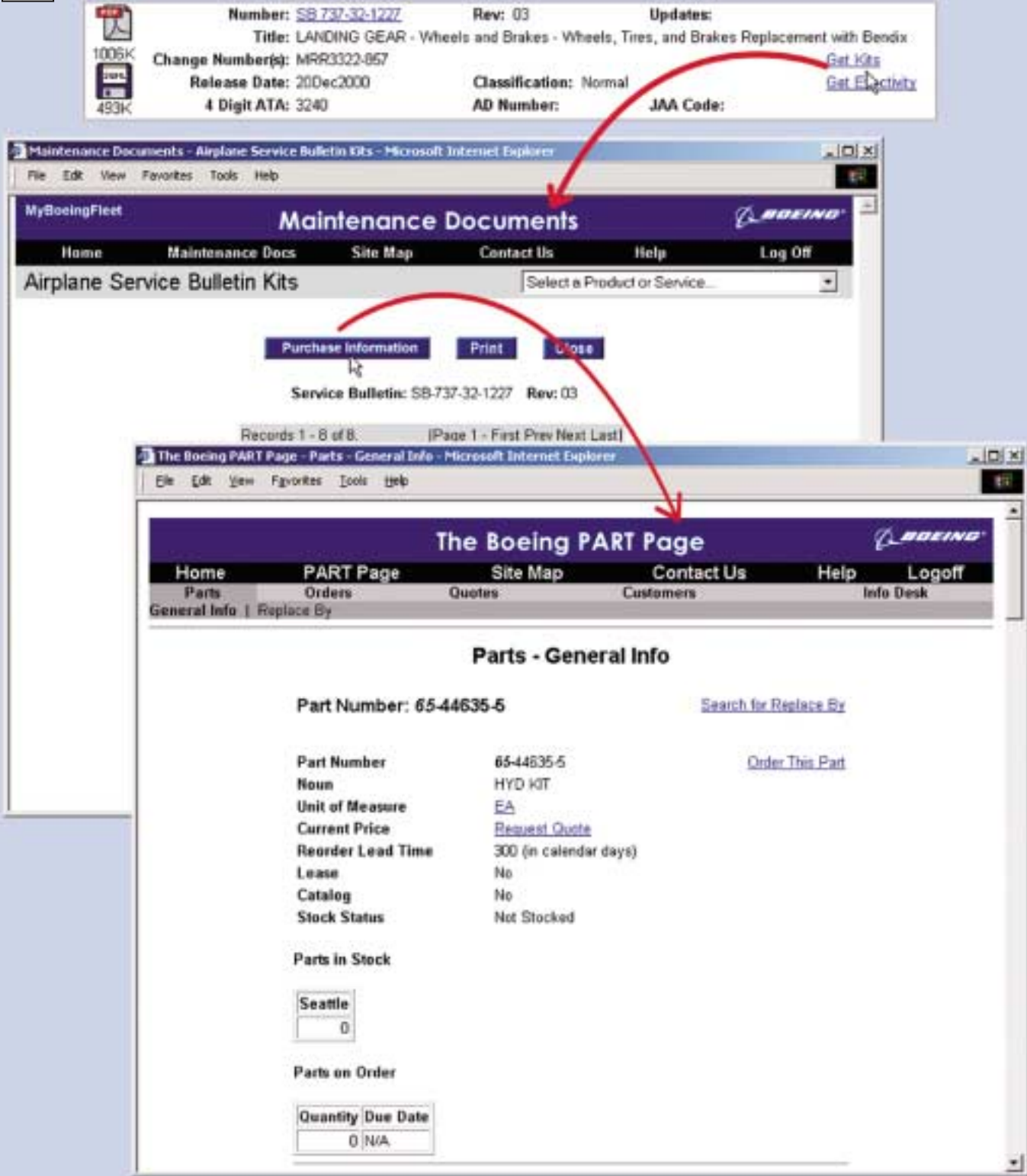
MyBoeingFleet integrates information so that users can readily navigate from

one area of the site to another, thereby saving time and helping to ensure that transactions are accurate. For example, if a user searches Boeing service bulletins and then wants parts purchasing

information, an automated linkage helps the user identify relevant parts, obtain part information (e.g., part descriptions, inventory, and interchangeability), and order the parts (fig. 4).

### 4 INFORMATION INTEGRATION — SERVICE BULLETIN TO MAINTENANCE KIT TO BOEING PART PAGE

FIGURE



## 4 SELF-SERVICE ENVIRONMENT

MyBoeingFleet provides users with a number of self-service tools that enable them to use the site to do business directly with Boeing. For instance, customers can use the Repair and Exchange Services product to find Boeing service centers, where Boeing avionics and components can be sent for repair (fig. 5). Users also can search the Repair Capability database by entering the part number or partial part number of the component to be repaired. In addition, users can inquire about parts not currently listed in the database and find information on component exchange programs, customized training, and consulting services.

The Technical Media Tracking application (fig. 5) allows operators to view their distribution plan and revision schedules for Boeing commercial

airplane technical documentation. Operators can view a list of the documents they receive, including the delivery format (e.g., paper, microfilm, digital, online), and determine quantities being sent to a particular shipping address. Technical Media Tracking also allows operators to check and update shipping information, track shipments, and update addresses on line. In addition, it allows them to list all online maintenance and repair products that are available over the Internet through MyBoeingFleet.

The Data and Services Catalog (fig. 5) is another self-service tool available through MyBoeingFleet. Customers can view, search, and order available Boeing materials, services, and other items that apply to the operation, maintenance, and repair of Boeing airplanes. Boeing technical media, flight operations materials, maintenance and repair documents, provisioning software, service bulletins, and videotapes also are available for online ordering or purchasing.

5 SELF-SERVICE ENVIRONMENT  
FIGURE





Technical Media Tracking - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MyBoeingFleet 

# Technical Media Tracking

Home Site Map Contact Us Help Log Off

**Authorized Distribution**  
[Revision Service](#)  
[Media Totals](#)  
[Addresses & Codes](#)  
[Revision Schedules](#)

**Shipments**  
[Find A Shipment](#)  
[Carrier Links](#)

**References**  
[Product List](#)  
[Online List](#)

**Technical Media Tracking** provides customized distribution information about Boeing Commercial Airplanes technical documentation. Included are:

**Revision Service** - Quantities of media by address for regularly scheduled revision service products. Revision level numbers can also be determined.

**Media Totals** - Total quantities of media by customer for regularly scheduled revision service products. Revision level numbers can also be determined.

**Addresses & Codes** - Shipping addresses on file and address change forms.

**Revision Schedules** - Revision schedules and revision level numbers for maintenance and repair manuals.

**Find a Shipment** - Tracking information and detailed shipment lists for technical media shipments.

**Product List** - A customer specific list of the products tracked by Technical Media Tracking.

**Online List** - A list of online maintenance and repair products

**Find A Shipment!**


Tracking Number Type

Enter Tracking Number



Support to our component party. We offer quick the unsurpassed anything from service


Centers are generally a countries they serve.



Log Off

Data and Services Catalog - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MyBoeingFleet 

# Data and Services Catalog

Home Site Map Contact Us Help Log Off

Catalog

[Browse](#)  
[Extended Search](#)  
**Ordering**  
[Shopping Cart](#)  
[My Orders](#)  
[Updated Orders](#)  
**Feedback**  
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**Search**

in category: Data and Services Catalog

products: All products

by catalog number:

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[Concrete Standards Manuals](#)  
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## 5 ENHANCED CUSTOMER PROCESSES

Operators can use MyBoeingFleet to streamline traditional processes, which saves time and improves accuracy. For instance, customers can use the warranty claims application (fig. 6) to submit online warranty claims for airplanes and purchased, Boeing-designed spare parts. Online filing minimizes the chances for error and can reduce the typical seven-day processing cycle by as many as two days. Users also can generate reports, track the status of claims, and identify their warranty contact through an online look-up function.

## 6 CUSTOMIZED VIEWS

The MyBoeingFleet home page can be customized for individuals and groups of users. For example, a user can request to be notified when specific service bulletins and updates are released. MyBoeingFleet searches the site for documents that meet these criteria and lists them on the user's MyBoeingFleet home page under the heading "Notices" (fig. 1 on p. 12).

## 7 HOSTED CUSTOMER CONTENT

Customers can house their customized manuals, revisions, and documents alongside Boeing data on MyBoeingFleet. They then can deliver that information electronically to select individuals or groups at their company through the MyBoeingFleet infrastructure. MyBoeingFleet features — such as searching, document management, customizable views, usage metrics, e-mail notification, and 24-hour support — also apply to hosted customer content.

Boeing also can help operators convert paper documents and other legacy data into industry-standard digital document formats, which then can be hosted on MyBoeingFleet.

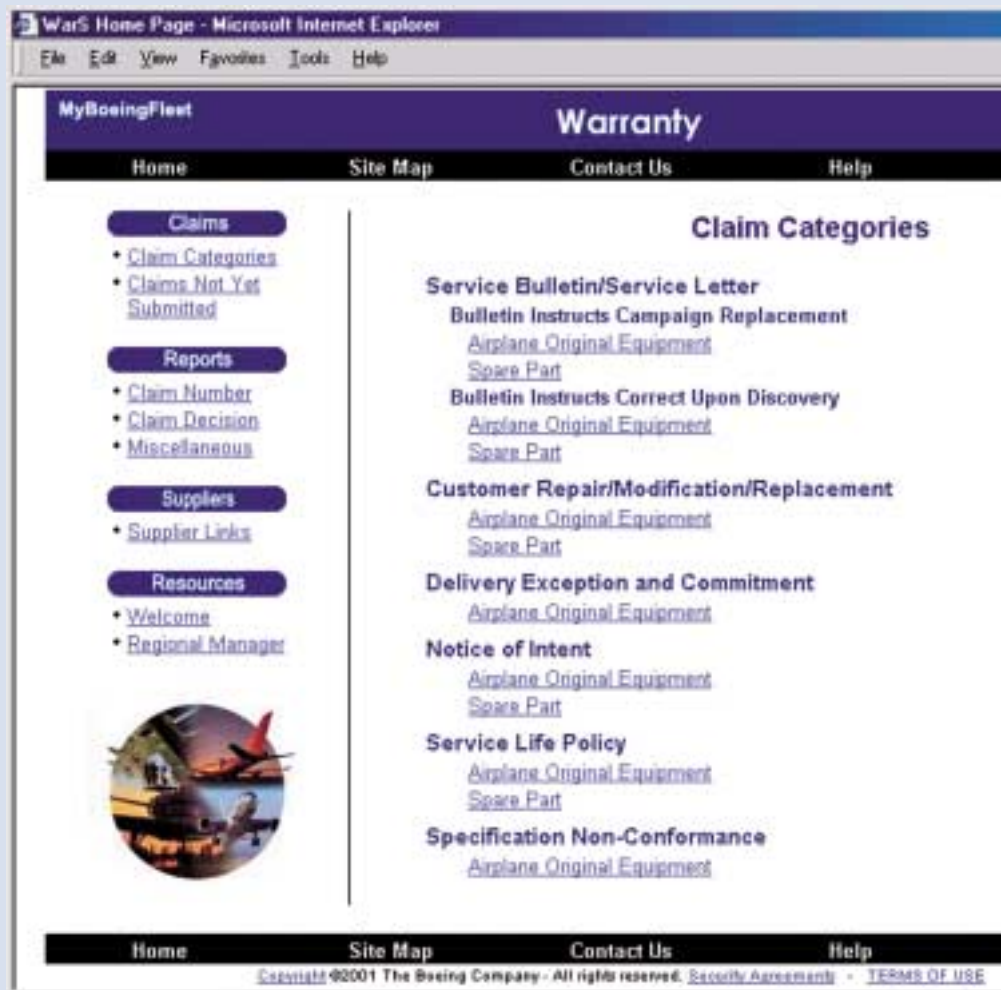
## 8 ROBUST INFRASTRUCTURE

Access to content hosted on MyBoeingFleet is ensured through a geographically dispersed computing infrastructure that provides multiple points of entry to the Boeing knowledge base.

To ensure availability and security, Boeing monitors infrastructure performance, conducts security audits, and applies proven technology and operational management processes. Boeing also uses a network of service providers to extend monitoring capability, improve problem identification, and expedite problem resolution.

## 6 ENHANCED CUSTOMER PROCESSES — ONLINE WARRANTY CLAIMS

FIGURE





## SUMMARY

MyBoeingFleet is a secure business-to-business site on the World Wide Web that provides customers with a single point of entry to Boeing information and services. It offers continuous access to an ever-increasing number of engineering drawings, flight operations materials, maintenance documents, and other types of information essential to the ownership, operation, and maintenance of Boeing airplanes. With up-to-date, secure information, MyBoeingFleet helps operators increase their efficiency and productivity and makes it easier for them to do business with Boeing. Key features and benefits include an electronic library of technical documentation, online forums that promote technical collaboration among customers and Boeing, integrated information for easy site navigation, self-service tools, streamlined processes (e.g., online filing of warranty claims), customized views, and hosted customer content.

*Editor's note: To gain access to MyBoeingFleet.com, contact Boeing Digital Data Customer Support by e-mail at [DDCS@boeing.com](mailto:DDCS@boeing.com) or call 206-544-9990.*