

### Training Management boosts productivity in LAS-MTO

Quidgest launched a unique system on the market to automatically generate examination questions and to manage LAS-MTO's most critical processes



### Business problems and needs which led to this project

To LAS, the official Portuguese certification of its training activities is crucial, differentiating LAS' quality in the training of Aircraft Maintenance Technicians. However, it also forces the company to show compliance with several complicated requirements:

- To meet the requirements of the JAR-147 certification, LAS-MTO had to ensure all national and international training rules and procedures were followed, including the uniqueness of every exam;
- Ensuring the uniqueness of every exam was time-consuming and involved the manual selection of all questions;
- Even at training management, the amount of information on program contents, trainees, courses and action scheduling was continuously increasing, and therefore more difficult to control.

### Overview of the developed solution

Given the project specificity and the lack of such solutions in the market, LAS decided to develop a system completely from scratch. The main objective was to have a system that could generate examination questions in a fast and automatic way, and guarantee that all exams would be different.

Since this is a very specific project, Quidgest started, along with LAS, to fully analyze the company's requirements and procedures, in order to develop evolutionary prototypes with more and more complex functionalities.

The final model is a training management system that is completely adequate to LAS' requirements, with functionalities that can manage trainees, trainers, conducted courses, examinations, technical documentation and the automatic generation of exams.

### Results

LAS is the only company with a training management software that follows the JAR-147 certification standards. Instead of hours, it only takes a few seconds to automatically generate exams of guaranteed uniqueness.

Since the implementation of the training management software, LAS manages to save more than 10 hours per week on the tasks performed with the system support. The responsible for the technical department says "the company increased its productivity by more than 50% after the implementation of Quidgest Training Management."

### Brief client description

LAS - Louro Aircraft & Services is a company that provides aircraft maintenance services.

Based in Faro, LAS has maintenance delegations in Lisbon, Oporto, Ponta Delgada, the Terceira Island, Funchal, Brussels and Liege. It also has units in London, Budapest, Nice, Stockholm, Madrid, Barcelona, Milan and Warsaw.

LAS-MTO (Maintenance Training Organization) operates in the LAS' Training Centre located in Lisbon.

LAS-MTO is one of the few European maintenance training organizations to develop initial training courses for Aircraft Maintenance Technicians, and the first in Portugal to be JAR-147 certified.

### Achieved objectives

- There were improvements in controlling and monitoring data by multiple users;
- All parallel information has been eliminated;
- Productivity has been stimulated, by the simplification of information processing, process automation and high speed in the execution of operations.