

Future Back

Why and How to build a path that
transforms your company for its next chapter

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The Present

- You have worked hard to position your company into its comfort zone.
- You have built a management team , developed operating systems, etc.
- It appears everything is running smoothly.
- But still you're bit uncomfortable because what is great today may be barely good enough tomorrow.
- Avoiding change will lead to stagnation
- Embracing change means opportunities for growth.

Begin Change

- The natural approach would be to begin making incremental change
- Executing one step or implementing one improvement.
- Stopping. You look around , reassess the current state, and repeat with another step or improvement, then stop and reassess.
- Where are you headed? Under this approach just to the next train station
- Without knowing from the beginning of the journey what ultimate destination you are headed to.
- Are you getting closer or are you actually moving away from where you should be headed.
- Maybe going backwards is going forward?

Getting the Vision into Reality

- The textbook solutions tell you that you solve this by creating a vision.
- You generate one.
- But it seems like you are standing today on one side of the canyon
- The vision is found on the other side of the canyon.
- Great! The only problem is how do you get across that canyon without plunging into it.
- After all you are not a motorcycle daredevil like Evel Knievel who jumped over canyons.
- Plus as you probably know those jumps mostly came up short leaving Evel injured.

You are on the right track. Don't stand still or you will get run over!



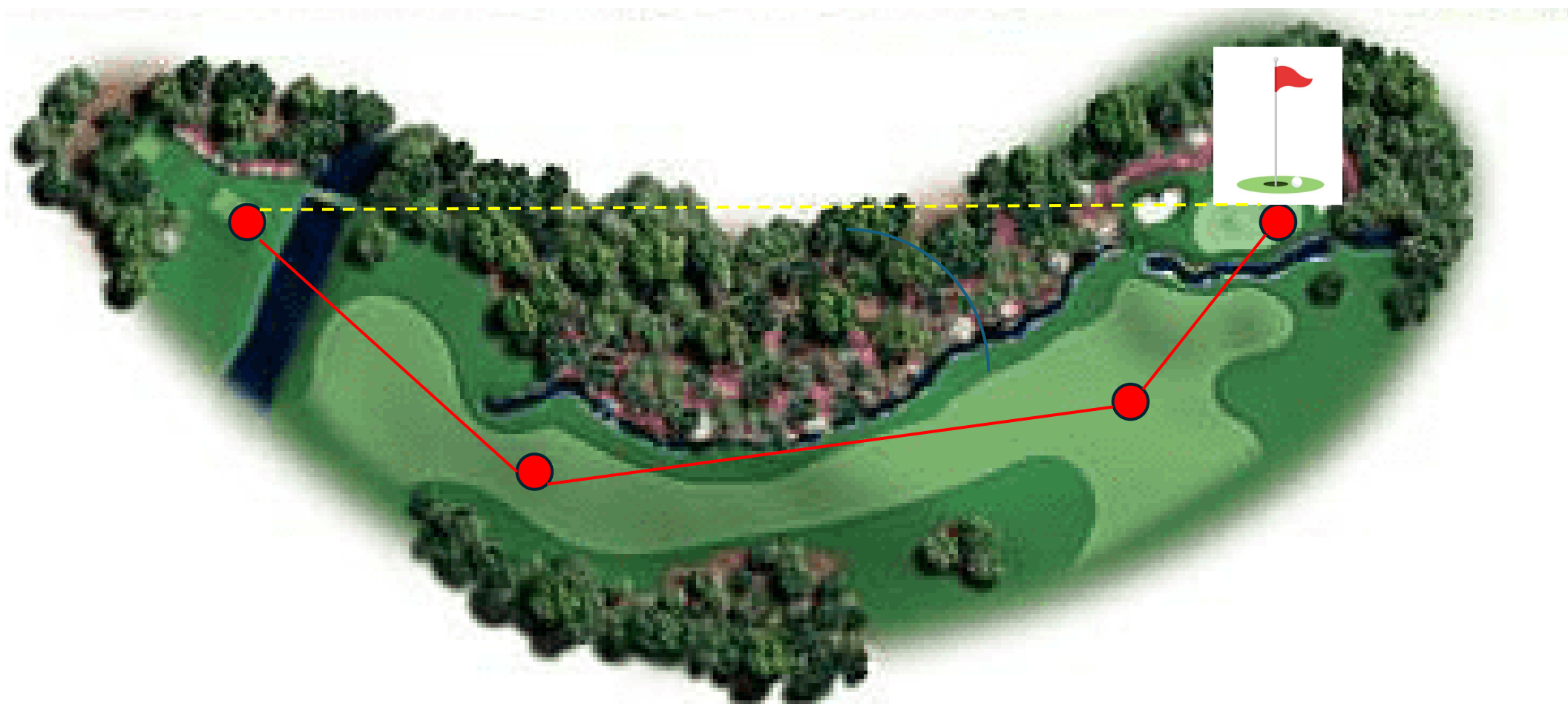


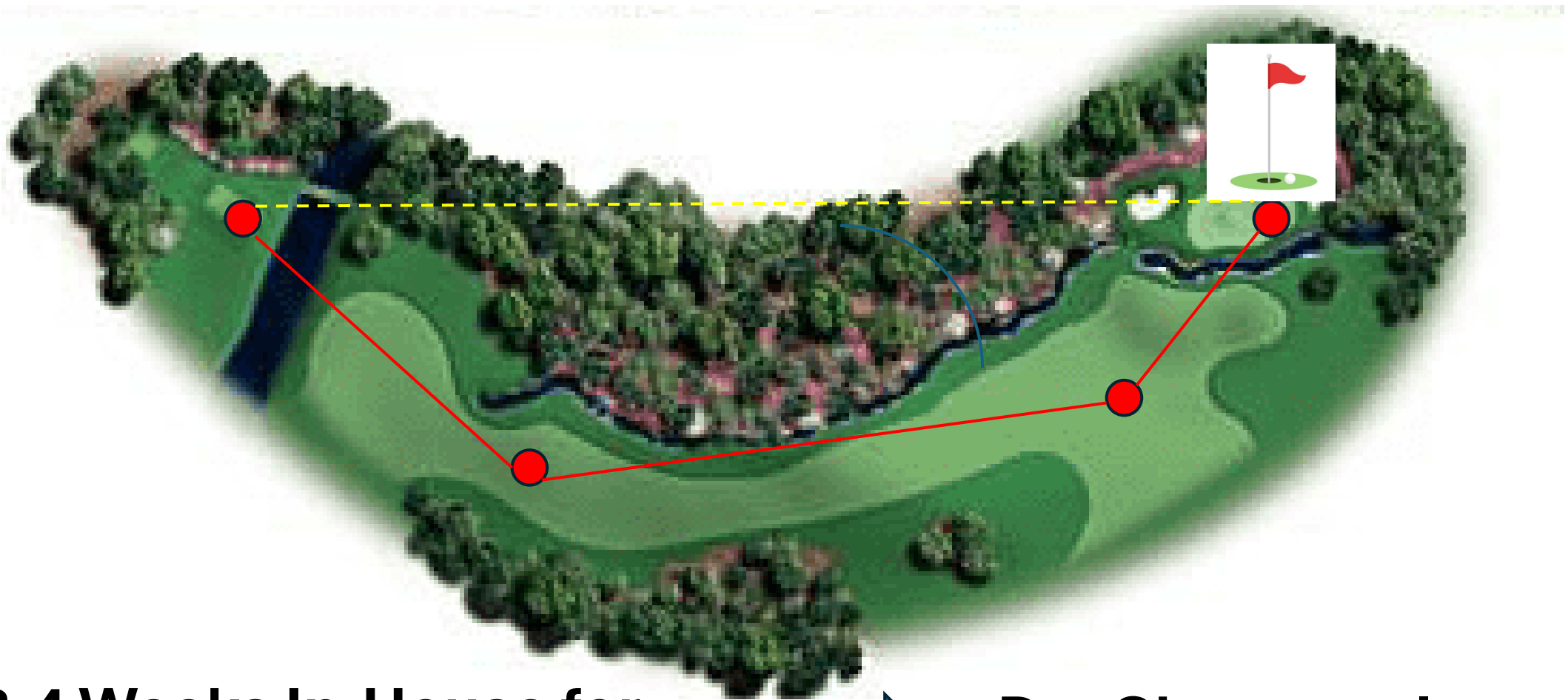


CREATE - BUILD - SELL

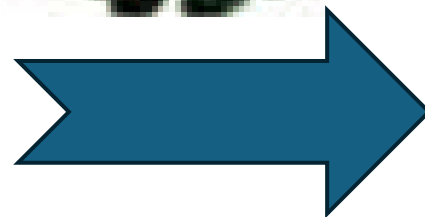


FINANCIAL - OUTCOME – XTRA ORDINAIRE





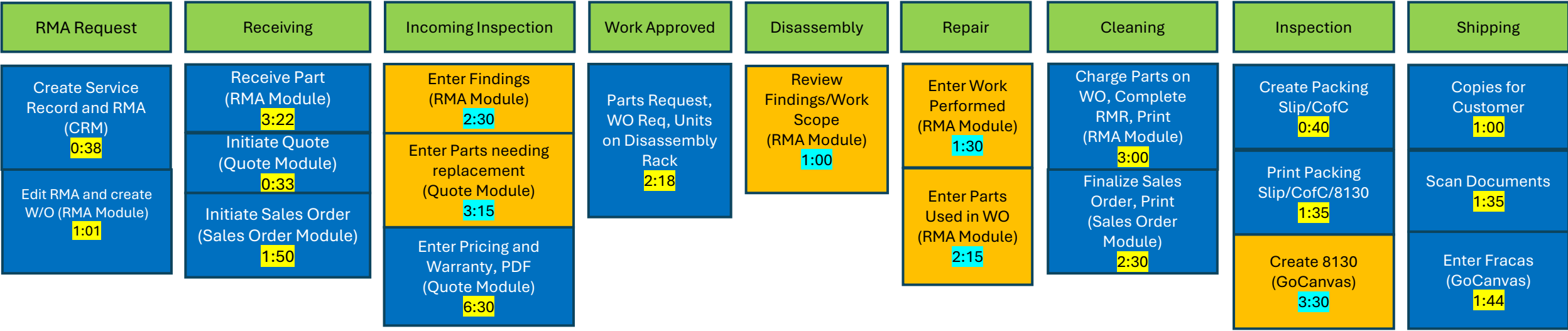
**3-4 Weeks In-House for
Window Shade Repair**



**Dry Cleaners : In on
Monday Out by Friday**

Goal Improve Customer Turn-Around Time

- 3-4 Weeks In-House for Window Shade Repair
 - Customer Obtains RMA
 - Quote and Approval
- 1 Hour Bench Time = 1.5 Hours Administrative Processing



RMA Process Flow (Original)

Admin
Total Time 145 – 28:16
Total Time 21 – 30:16

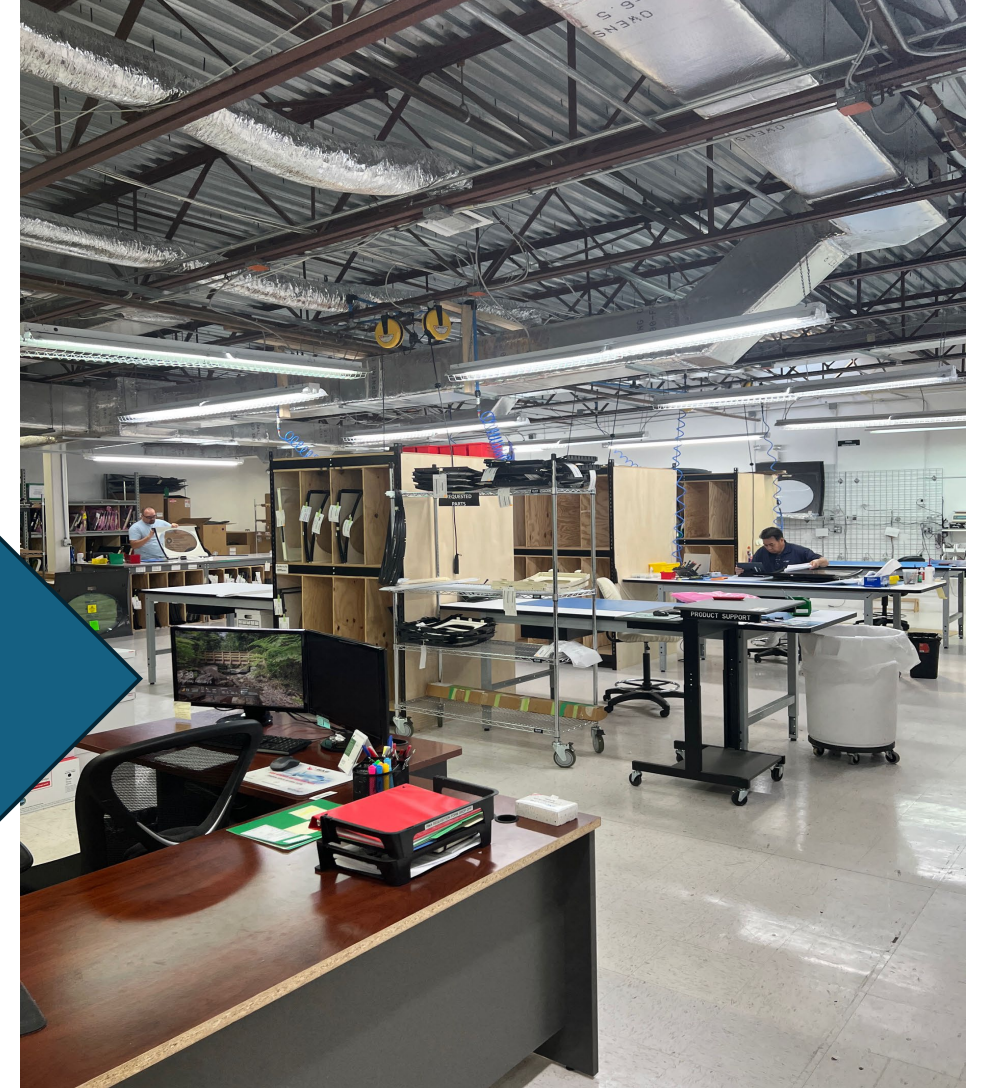
Tech
Total Time 145 – 14:00
Total Time 21 – 10:30

Combined
Total Time 145 – 42:16
Total Time 21 – 40:30

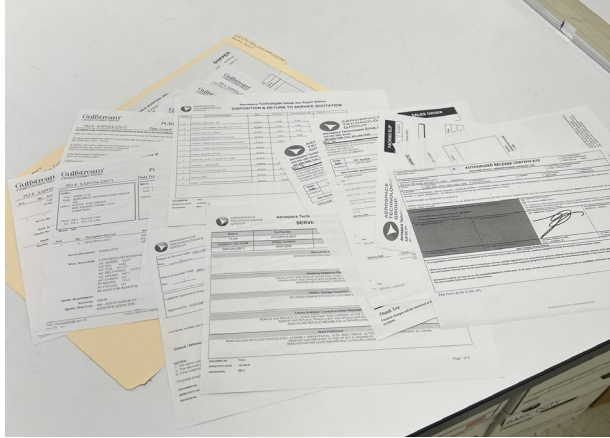
Admin

Tech

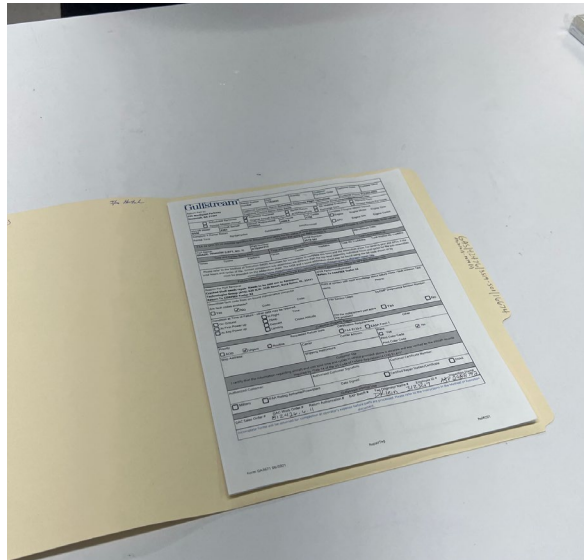
Lean Event for Shop Flow



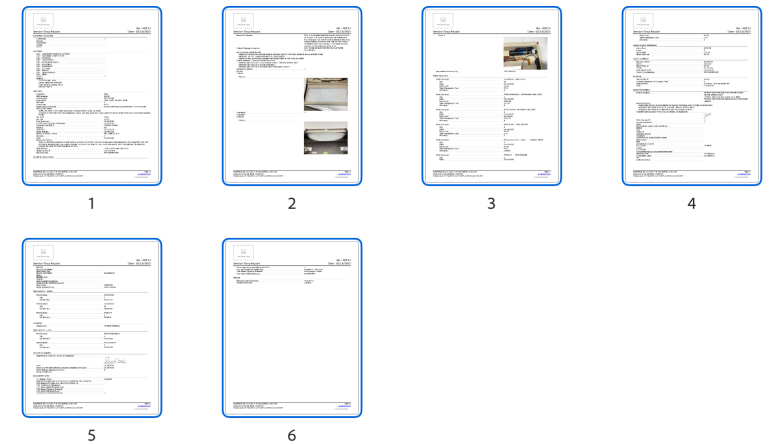
ORIGINAL STATE



EARLY PHASE STATE



DIGITAL PHASE STATE



ADMIN

BENCH



DIGITAL WORK ORDER

GAC - SAVANNAH PRODUCT SUPPORT	<input type="checkbox"/>
GAC - SAVANNAH COMPLETIONS	<input type="checkbox"/>
GAC - APPLETON	<input type="checkbox"/>
GAC - LONG BEACH	<input type="checkbox"/>
GAC - WEST PALM BEACH	<input type="checkbox"/>
GAC - WESTFIELD	<input type="checkbox"/>
GAC - BRUNSWICK	<input type="checkbox"/>
GAC - ST. LOUIS	<input type="checkbox"/>
GAC - DALLAS	<input type="checkbox"/>
GAC - FARNBOROUGH	<input type="checkbox"/>
GAC - MESA	<input type="checkbox"/>
OTHER	<input checked="" type="checkbox"/>
Address	
GULFSTREAM - AFW	
14601 HERITAGE PARKWAY	
FORT WORTH, TEXAS 76177	
UNITED STATES	

UNIT INFO

Customer	GAS
RMA Number	16738
Part Number	ATG21F004
Description	FINAL ASSY, GALLEY, WIDE
Revision	K
Color Code	A032
Equivalency Satement	ATG21F004-A032 IS EQUIVALENT TO ATG
Sales Order Notes	
SUPPLIED WITH C OF C AND FAA 8130-3 / EASA FORM 1 DUAL RELEASE	
A statement that the Production Approval Holder GAC has given ATG, DSA under the terms of the Production Certific PC750.	
A/C Type	G500
A/C S/N	72025
Date Received	02/10/2025
D.O.M./Date Returned Previously	02/20/2020
Customer Job/NCR #	FWPO25-00486
Initiator	BG
Date Due	02/13/2025
Serial Number	000401916
Return to Service Test#	MNL-CMM-21-002
Revision	B
Date	04/29/2020
Reason for Return	
THIS IS A BROKEN WINDOW SHADE WITH A COUPLE OF ISSUES. P/N ATG21F004-A032 S/N 000401916 THE BRACKET MOTOR IS BROKEN AND THE SHADE DOESN'T STOP AT THE END OF THE CYCLE PROBABLY WHY THE BRACKET IS BR PLEASE DELIVER TO INTERIOR SHOP BY 2/12	
Ship Method	FEDEX SATURDAY DELIVERY
Shipping Acct #	5128-9584-0
Populated By:	BEN GARBARINO

Date *** 02/14/2025

WORK PERFORMED

Failure Analysis	REMOVE AND REPLACE FLEX SENSOR CABLE - MOTOR WEDGE BASE REMOVE AND REPLACE SHADE ASSEMBLY REMOVE AND REPLACE INBOARD AND OUTBOARD LENSES
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Work Performed
CUSTOEMR DENIES REPLACEMENT OF SHADE MATERIAL DUE TO TIME CONSTRAINTS
REMOVED AND REPLACED FLEX SENSOR - MOTOR WEDGE BASE
REMOVED AND REPLACED INBOARD AND OUTBOARD LENSES

Tested/Final Inspection Performed by: (Initials or Signature)

gla

Parts Replaced?	<input checked="" type="checkbox"/>
Lenses Replaced?	<input checked="" type="checkbox"/>
AXLE	
BELTS/BEAD CABLE/SYNCHROMESH	
BEZEL	
CAP	
CARRIER	
CENTER CIRCUIT	
CHANNEL	
CONTROLLER BOARD/BART BOARD	
END BLOCK	
EOR	
EXTENSION COLLAR	
FLEX CABLE	PRIMARY
GEARS	
GUIDE RAIL	
HARDWARE/HELICOIL/SCREWS/WASHERS	
INBOARD LEN	SECONDARY
OUTBOARD LENS	SECONDARY
ILP	
LENS RETAINER	

Submitted by 145 Admin at 02/14/2025 13:01 EST
Captured at 02/14/2025 13:00 EST
Submission ID: 25adf13d-ae37-4f19-ab29-0c2a23d0b6f8

BACKSIDE OF THE SHADE ASSEMBLY IS DISCOLORED
INBOARD AND OUTBOARD LENSES ARE SCRATCHED IN THE VIEWING AREA

Failure Analysis / Corrective Action Required

REMOVE AND REPLACE FLEX SENSOR CABLE - MOTOR WEDGE BASE

REMOVE AND REPLACE SHADE ASSEMBLY

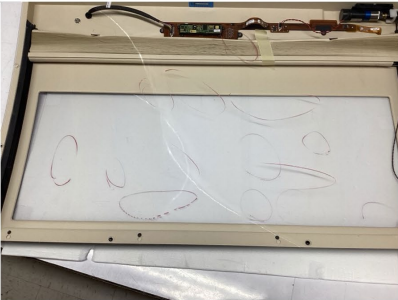
REMOVE AND REPLACE INBOARD AND OUTBOARD LENSES

Scratched Lenses? ☒

Lenses

1 photo

Photo 1



Damages?

Damages

2 photos

Photo 1

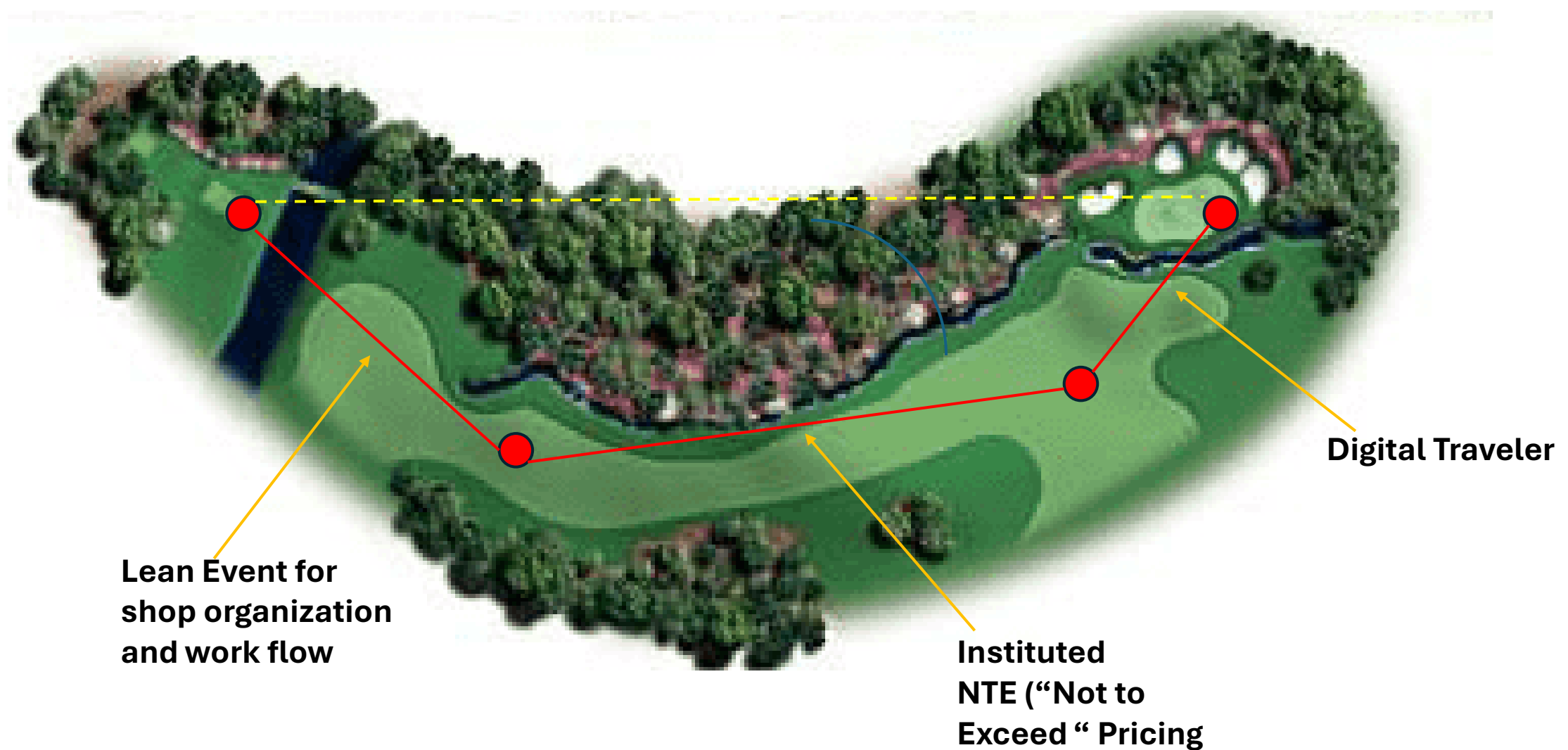




Inspection Performed By: ROY ROBBINS

PARTS REQUIRED

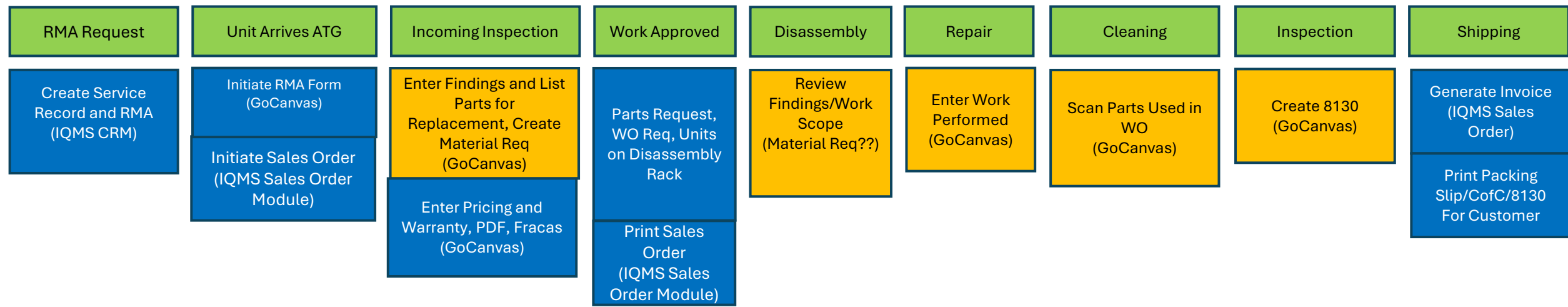
Parts Required	91020A110 - SNAP RIVET
Qty	12
Date	02/11/2025
Parts Cost	\$0.60
Total Chargeable Cost	7.20
Warranty	N
Parts Required	ATG21L002-002-A - OUTBOARD LENS, WIDE
Qty	1
Date	02/11/2025
Parts Cost	\$793.80
Total Chargeable Cost	793.80
Warranty	N
Parts Required	ATG21L003-A - INBOARD LENS, WIDE
Qty	1
Date	02/11/2025
Parts Cost	\$1,206.95
Total Chargeable Cost	1206.95
Warranty	N
Parts Required	ATG25E001 - FLEX CIRCUIT
Qty	1
Date	02/11/2025
Parts Cost	\$0.00
Total Chargeable Cost	0.00
Warranty	Y



**Lean Event for
shop organization
and work flow**

**Instituted
NTE ("Not to
Exceed" Pricing**

Digital Traveler



RMA Process Flow (GoCanvas)

Admin

Tech

Results

- 50% Increase in Number of Units Serviced
 - No increase in staffing
- 30% Increase in Revenue
- Turn Around Time reduced to under 10 days
- Not yet at the goal of 5 days



TIME FOR AUDIENCE PARTICIPATION

Reading List

- Good to Great – Jim Collins
- Built to Last – Jim Collings
- Start Now Perfect Later – Rob Moore
- Measure What Matters – John Doerr
- High Output Management – Andy Grove

- Email: Mceste@atgshades.com