

# PTC® Live Global

## CUST 323 - Driving Productivity with Accurate, Intelligent Service Information

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## FedEx Global Maintenance Operations

PTC® Live  
Global

Overview of FedEx Global Maintenance Operations

- 283 Maintenance Locations Worldwide
- 3231 Line Maintenance Employees / 2310 Base Maintenance Employees
- 338 Total Aircraft
  - A300 – 68
  - A310 – 21
  - B757 – 101
  - B767 – 17
  - B777 – 25
  - MD 11 – 57
  - MD 10-10 – 36
  - MD 10-30 – 13
- 600 Flight Cycles(Takeoff/Landing) per Day

## Overview of Technical Publications

- Approximately One Million Printed Pages of Data, documents range from a few hundred pages to 35,000 pages
- 146 Manuals(and Growing) Delivered via PTC InService Technology
  - A300 – 18
  - A310-200 - 23
  - A310-300 – 13
  - B757 – 22
  - B767 – 29
  - B777 – 16
  - MD 11 - 12
  - MD 10 – 13
- Data Delivered on Desktops, Mobile Devices, and Standalone Disaster Recovery Servers
- Data Maintained by Team of 23 Technical Publications Staff

FedEx Express Technical Publications

## Overview of Technical Publications - Continued

- Boeing 777 AMM

The screenshot displays a technical manual page for the Boeing 777 AMM, specifically focusing on the Rudder Pedals. The page is divided into several sections:

- Diagram:** A detailed technical drawing of the rudder pedals, showing various components like the bellcrank, transducers, and actuators. Labels include 'RUDDER PEDAL BELLCRANK ASSEMBLY', 'RUDDER PEDAL TRANSDUCERS', and 'RUDDER PEDAL ACTUATORS'. A note indicates 'AREA FORWARD OF NOSE LANDING GEAR WHEEL WELL'.
- Procedure:** A list of tasks for the removal and installation of the rudder pedals, including:
  - 1. General: This procedure has three tasks: (1) A removal of the rudder pedal bellcrank, (2) An installation of the rudder pedal bellcrank, (3) A removal of the rudder pedals.
  - 2. Rudder Pedal Bellcrank Assembly Removal: Includes a reference table for hydraulic system power removal.
  - 3. Location Zones: A table listing areas forward of the nose landing gear wheel well and in the flight compartment.
  - 4. Access Panels: A table listing panels in the forward access door.
  - 5. Preparation: Instructions to remove electrical power from the first officer's and captain's seats.
- Reference Table:**

Reference	Title
27-21-01-020-001	Main Hydraulic System Power Removal (777-201)
- Location Zones Table:**

Zone	Area
112	Area Forward of Nose Landing Gear Wheel Well
211	Flight Compartment, Left
212	Flight Compartment, Right
- Access Panels Table:**

Number	Name/Location
112A	Forward Access Door
- Warnings:**
  - WARNING: REMOVE ELECTRICAL POWER FROM THE FIRST OFFICER'S AND CAPTAIN'S SEATS. YOU CAN ACCIDENTALLY CAUSE A SEAT TO MOVE AND CAUSE INJURIES TO PERSONNEL AND DAMAGE TO EQUIPMENT.
  - (2) Open these circuit breakers and install safety tags:
 

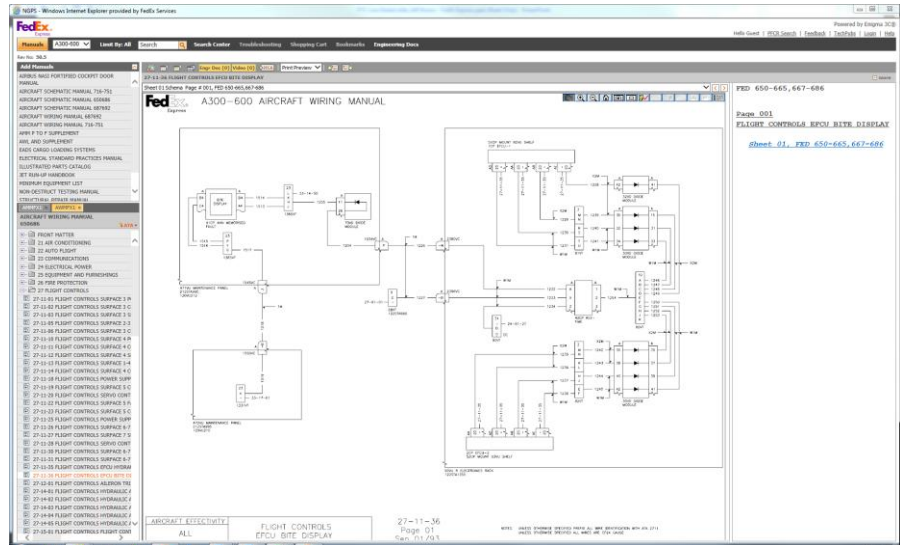
Row	Col	Number	Name
D	18	C23323	CAPI SEAT
K	28	C27608	ACE-L2 DWA
  - Right Power Management Panel, P210
 

Row	Col	Number	Name
B	13	C23324	F/O SEAT

FedEx Express Technical Publications

## Overview of Technical Publications - Continued

- Airbus A300 WDM



FedEx Express Technical Publications

## Overview of Technical Publications - Continued

- Boeing 757 IPC

B757 > IPCF1 > 32 22 43 01

32 22 43 01 HINGE INSTL WHL WELL NOSE GR Error ALL

Figure 01 Sheet 001 HINGE INSTL WHL WELL NOSE GR  
Figure 01 Sheet 002 HINGE INSTL WHL WELL NOSE GR

FIG / ITEM	PART NUMBER	NOMENCLATURE	EFFECT FROM TO	UNITS PER ASSY	TOTAL PER A/C
01-001	141N0101-1	HINGE INSTL - WHL WELL NOSE GR POSITION DATA: LH FOR NHA SEE: 53-13-52-01	001999 087087 770799 901910 912028 930930 933944 946053 957071 972979 985986 988999	RF	AR
01-001	141N0101-7	HINGE INSTL - WHL WELL NOSE GR POSITION DATA: RH FOR NHA SEE: 53-13-52-01	954956 972972 987987	RF	AR
01-005	141N0101-2	HINGE INSTL - WHL WELL NOSE GR POSITION DATA: RH FOR NHA SEE: 53-13-52-01	087087 770799 901910 912028 930930 933944 946053 957071 972979 985986 988999	RF	AR
01-005	141N0101-8	HINGE INSTL - WHL WELL NOSE GR POSITION DATA: RH FOR NHA SEE: 53-13-52-01	954956 972972 987987	RF	AR
01-010	86605-6	JUMPER ASSY SUPPLIER CODE: VSRB2 SPECIFICATION NUMBER: BAC3MAC35-6 OPTIONAL PART:	087087 770773 780786 912922 926926 928928	3	AR

FedEx Express Technical Publications

### Overview of Technical Publications - Continued

- PTC InService Technology Implemented January 2010
- Received and Completed 90 User Submitted Change Requests per Month since PTC Solution was Implemented at FedEx Tech Pubs
- Received and Completed 275 Engineering Source Documents per Month since PTC Solution was Implemented at FedEx Tech Pubs
- FedEx Tech Pubs has resolved approx. 25,000 OEM Conflicts using PTC/FedEx Technology
- FedEx Air Operations Currently Working to Publish Flight and Regulatory Manual with PTC Technology
- Thousands of Short Videos and Engineering Source Documents Awaiting Incorporation are Delivered to Technicians at the Point of Use

FedEx Express Technical Publications

### Overview of Technical Publications - Continued

- FedEx Tech Pubs has resolved approx. 25,000 OEM Conflicts using PTC/FedEx Technology
- Process 20 or more OEM revision each year using side by side conflict resolution technology
- Tech Pub Writers are presented OEM vs FedEx COC, a Character by Character comparison tool that allow OEM content to merge with FedEx content
- These OEM revisions can be processed in days instead of months using previous technology
- OEM revisions also support new aircraft added to FedEx fleet so publishing timelines are critical to the operation

FedEx Express Technical Publications

- Your feedback is valuable
- Don't miss out on the chance to provide your feedback
- Gain a chance to win an instant prize!
- Complete your session evaluation now

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