Canada technician requests a part he needs for maintenance from supply. Maintenix automatically processes the request. If the required part is available, Maintenix automatically reserves it and the appropriate personnel are immediately informed that the part is ready to be picked for issue. In the meantime, the technician is easily able to track the status of his part requests and is made aware once the part is ready to be collected. If any change happens and the part is unavailable, Maintenix will notify the technician. As a result, technicians can accomplish more maintenance work as opposed to managing details that Maintenix is now handling via automation. This leads to increased productivity and increased profitability. The system is expected to be fully implemented by 2010.

Sources: Greg Meckbach, "Air Canada to Overhaul Maintenance Software," *ComputerWorld Canada*, April 18, 2008; "Air Canada Selects Maintenix for Fleetwide Implementation," Reuters, April 15, 2008; "Maintenix Product Overview," www.mxi.com, May 2008.

CASE STUDY QUESTIONS

1. What problems does Air Canada hope that Maintenix will solve?

2. How does Maintenix improve operational efficiency and decision-making?

3. Give examples of three decisions supported by the Maintenix system. What information do the Maintenix modules provide to support each of these decisions?

MIS IN ACTION

Visit the Mxi Technologies Web site (www.mxi.com) and examine the Maintenix modules for heavy maintenance, shop maintenance, and finance modules. Then answer the following questions:

1. How could an airline benefit from implementing these modules?

2. Give an example of a decision that each of these modules supports.