



2023 Year End Report



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Strategic Key Performance Indicators



VISION

The Partner of Choice

Saudia Technic strives to be a partner of choice, and a catalyst for the success of aviation both regionally and globally.



MISSION

Meticulous Safety and Quality Across the Spectrum

At Saudia Technic our mission is meticulous safety and quality across the spectrum of maintenance, repair and overhaul (MRO), and the achievement of excellence.

2022

Getting the Basics Right

Predictive Maintenance

2023

2024

Future Growth and Sustainability

Celebrating Our Collective Triumphs and Embracing Future Horizons

Dear Team Saudia Technic,

This year has been nothing short of a masterpiece, each day meticulously woven into a tapestry that narrates our ambition, resilience, and extraordinary accomplishments. As we continued our voyage on our strategic roadmap, we didn't just progress; we soared into an exhilarating new chapter, leading the revolution in predictive maintenance.

Our collective dedication to excellence shone brightly as we expanded our infrastructure, a tangible testament to our vision and commitment. The resurrection and growth of our MRO village are not just milestones; they are pillars of our future growth. Relocating our headquarters to the heart of this village is more than a move; it's a strategic leap towards unlocking new opportunities, fortifying partnerships, and pioneering new alliances. The inauguration of the Jet Propulsion Center is a symbol of our relentless pursuit of innovation, surpassing our goals and redefining industry benchmarks. Our investment in capabilities like the CFM Leap 1A Engine overhaul is a clear indicator of our ambition.

Our transformative partnership with PIF is set to redefine our trajectory, promising not just growth but a revolution in our sector. By 2030, our projections for the MRO Village and JPC to generate SAR 10 billion in revenue are not just numbers; they represent our impact on the Kingdom's economy and job market by 2032.

In the realm of Predictive Maintenance, our investment in ST NOVA and digital twin technology is not just an upgrade; it's a quantum leap towards the future. Converting hangars into smart hangars is a move towards revolutionizing our operations, enhancing safety, and setting new standards in forecasting and planning.

Our commitment to the AMOS system upgrade and redeployment goes beyond process optimization; it's about embracing best industry practices and achieving peak operational efficiency.

Every milestone we've achieved is a testament to our commitment to leading-edge technologies, ensuring we stay ahead in the dynamic aviation industry.

But beyond these impressive achievements, it's the heart and soul of our team that brings these successes to life. The zero major injuries this year are not just a statistic; it's a reflection of our ingrained safety-first culture. Our enhancements in Operation C-Check and A-Check are not just process improvements; they are monumental strides in operational excellence.

As we step into 2024, our roadmap evolves into a new phase focused on Growth and Sustainability. Our collaboration with industry giants and our focus on Direct Foreign Investments are strategic steps towards expanding our capabilities. But at the core of our sustainable growth is you, our invaluable human capital. Your development and professional fulfillment are not just priorities; they are the keystones of Saudia Technic's success.

Our upcoming Research and Development Center is more than an establishment; it's a beacon of innovation, driving technological advancements and empowering skills development. As we embark on this exciting journey into 2024, I am filled with pride and gratitude to be part of this incredible team. Together, we are not just shaping Saudia Technic's future; we are molding the future of the aviation ecosystem in our region and beyond.

Thank you for your unwavering dedication, hard work, and passion. Let's step into 2024 with the confidence and determination to reach new heights and unlock the true potential of Saudia Technic.

Sincerely,

Capt. Fahd H. Cynndy

Chief Executive Officer
Saudia Technic



Saudia Technic Timeline

1959

Saudi Arabian Airlines established the first aircraft maintenance center in Jeddah known as Technical Services Division (TSV).

1975

Saudi Arabian Airlines started sending Saudis to the USA to obtain AandP and Avionics diplomas.

1982

Technical Services Division (TSV) performed the first aircraft overhaul.

1984

Saudi Arabian Airlines self-manned and managed its fleet maintenance. The Jet Propulsion Center (JPC) was launched and the first engine overhaul was performed. The General Authority of Civil Aviation (GACA) Part 145 certificate AM001- was obtained.

1985

The US Federal Aviation Administration (FAA) part 145 certificate SAFY977H was obtained.

2001

The ISO 9001:2000 certificate QMS 01 - 140610 was obtained.

2004

European Union Aviation Safety Agency (EASA) Part 145 certificate 145.0125 was obtained. The General Authority of Civil Aviation (GACA) certificate AMTS01- for the first certified GACA school was obtained.

2007

The Saudi Accreditation Committee Certificate (SAC) 14N - 1425 was obtained.

2009

The Technical Services Business Strategic Unit (TSV) was officially registered as a Limited Liability Company officially named Saudia Aerospace Engineering Industries (Saudia Technic) wholly owned by Saudi Arabian Airlines Holding.

2013

Saudia Technic overhauled Saudi Arabian Airlines first CFM5-56B engine. Saudia Technic overhauled Saudi Arabian Airlines first Honeywell GTCP - 500 - 331 APU.

2019

Saudia Technic established the largest mobile hangar for aircraft maintenance in the world.

2022

Saudia Technic was appointed the first authorized Honeywell service center in the Middle East. Saudia Technic launched its Future Lab, powered by Thales.

2023

PIF Investment.
Inauguration of the JPC.
Helicopter Maintenance.
ST Nova Smart Hangar Solution.



Overview

78%

Technicians

3,183

Employees

81%

Saudization

 **04**

Hangars for heavy maintenance and special visits.

Key MRO Offering



Line Maintenance



Component Repair and Overhaul



Airframe Base Maintenance



Modification, CAMO Services, Military Services



Engine Repair and Overhaul



472

Number of Components.



1,073

Number of Components.



2,083

Number of Components.

Aircraft

Line Maintenance		Base Maintenance		Engine Maintenance
A318-112	B777-77F	A318-112	B747-468	CFM-56-5B
A320-214	B777-368ER	A319-112	B777-268	LEAP-1A26/1A32
A320-251N	B777-3FGER	A319-115	B777-FFG	GE90-90B/110B1/115B
A321-211	B787-9/10	A320-214	B777-368ER	GEnx-1B
A321-251NX	GIV	A320-216	B777-3FGER	TRENT 772B-60
A330-343	Falcon 7X	A320-251N	B787-9	TFE731-5BR-1C
AW-139	F900-B	A321-211	C-130	
	400XP	A330-343	AW-139	

Helicopter

Establishing hangar space of 7,500 square meters to accommodate up to 10 helicopters simultaneously.



Geographic Footprint

▼ **100**

Intl. Stations

▼ **28**

KSA Stations



Key Clients



Key OEM Partnerships







2023

Transformational Journey

Predictive Maintenance

Saudia Technic 2023

Predictive Maintenance



Saudia Technic strategy is designed to support the achievement of the National Aviation Strategy and Vision 2030.

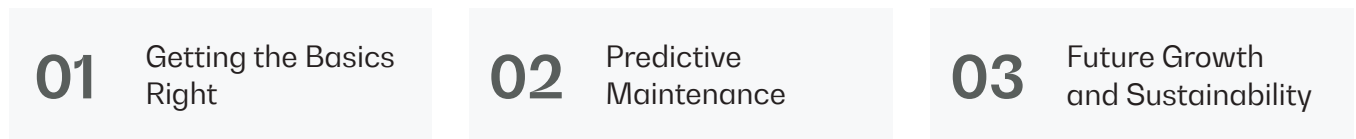




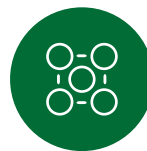
Saudia Technic strategy was developed in 2021 as a united effort. The organization's wider leadership team engaged in a robust analysis of the current state followed by an intensive phase of solution-based planning in order to build a clear roadmap to achieve our ambitious goals. The

tripartite strategy is comprised of stages. Each stage creates the necessary conditions for the success of the subsequent stage, while sustaining and reinforcing the positive change achieved in the previous stage.

The three stages:



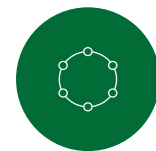
The three stages will drive our forward momentum. The three consecutive stages are underpinned by three dimensions of continuous focus:



Seamless



Technical



Organization

These dimensions of focus address Saudia Technic activities which necessitate our constant vigilance and sustaine commitment.

The first stage of our strategic roadmap, “Getting the Basics Right” in 2022, witnessed concrete transformations within Saudia Technic. Notably, the reduction in A320 C-Check Turn-Around Time (TAT) stands out as a testament to our progress, impressively shortened from 29 days to an outstanding 23 days. This accomplishment streamlined our operations and facilitated an additional completion of six C-Checks annually, potentially leading to a substantial boost in revenue. As we seamlessly transition into the second stage of our strategic journey with “Predictive Maintenance” in 2023, our focal point shifts towards digitization and digitalization, marked by the successful launch of the innovative ST Nova. This state-of-the-art digital twin technology serves as the bedrock of our intelligent hangar solution, reinforcing our commitment to innovation and efficiency by harnessing its predictive maintenance capabilities.

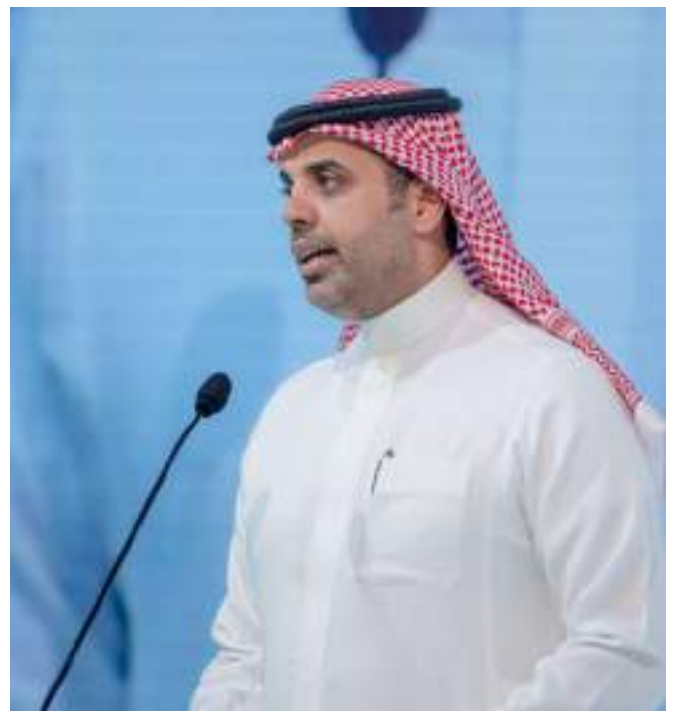
ST Nova goes beyond traditional technological integration; it fundamentally reshapes our approach, instilling a proactive and strategic mindset in our maintenance processes. The adoption of smart hangar solutions goes beyond being a mere technological upgrade; it signifies a substantial leap forward in enhancing productivity and operational efficiency. This success narrative unfolds through the lens of our strategic pursuits in 2022, where “Getting the Basics Right” not only laid the groundwork but also paved the way for groundbreaking advancements in 2023 through the “Predictive Maintenance” initiative. Tangible results, such as the significant reduction in A320 C-Check TAT and the seamless integration of ST Nova, underscore the continual success of our strategic vision, shaping a future for Saudia Technic that is both innovative and highly efficient.



In adherence to the National Aviation Strategy, Saudia Technic Hosted the 11th Steering Committee, Engaging with Key Stakeholders in the Aviation Sector to Discuss 2023 Achievements, Challenges, and 2024 Priorities. Chaired by His Excellency the Minister of Transportation Saleh Al-Jasser, this Gathering Underscores a United Commitment to Aligning Strategy with National Objectives and Fostering Collaborative Initiatives for the Continued Growth of Aviation in the Region

Saudia Technic had the honor of hosting the 11th Steering Committee meeting, attended by distinguished guests, including the Minister of Transport and Logistics Services, and prominent leaders from the Saudi Arabian aviation sector. The meeting, held at Saudia Technic’s MRO Village, provided an ideal setting for reviewing sector accomplishments and discussing strategic plans to advance the National Aviation Strategy in alignment with the Kingdom’s “Vision 2030” objectives. This collaborative gathering of key stakeholders and industry experts

fostered fruitful discussions, resulting in actionable strategies to enhance the efficiency, competitiveness, and the sustainability of the Saudi Arabian aviation industry. Saudia Technic remains dedicated to implementing the National Aviation Strategy and supporting the Kingdom’s vision for a thriving and globally recognized aviation sector.





SHINE

Saudia Technic's strategy is intricately aligned with both the National Aviation Strategy and the overarching strategy of the Saudia Group. The SHINE strategy, approved by the Saudia Board of Directors, serves as the driving force to propel the entire Saudia Group forward. This comprehensive strategy encompasses multiple initiatives, meticulously registered and closely monitored in WAVE. At Saudia Technic, we embrace and contribute to the implementation of the SHINE strategy, ensuring its seamless integration with our operations and reinforcing our commitment to advancing in harmony with the broader objectives of the National Aviation Strategy and the Saudia Group.



101

Saudia Technic
executed projects.



943 Million SAR

The cumulative SHINE
projects value at completion.





Saudia Technic Values



Safety

Our commitment to safety never falters. We take action to make our workplace, ourselves, and those around us safer.



Accountability

We strive to perform every task to the highest standard. We listen to the needs of our customers. We actively seek feedback from colleagues and customers and thoughtfully act on their input.



Excellence

We maintain a continuous cycle of enhancement through the acquisition of new knowledge and skills. We are united in our efforts to meet our goals and accelerate progress.



Ingenuity

We innovate to achieve the best possible outcome, sharing ideas and communicating across all levels. We use solution-based thinking to build our organization's capacity for growth and success.



“

In the culmination of 2023, our strategic endeavors have not only fortified Saudia Technic's position as a national champion but have also contributed to the growth and advancement of the aviation sector in the region.

”

Strategic Achievements

- ✓ PIF Investment.
- ✓ Inauguration of the JPC.
- ✓ Helicopter Maintenance.
- ✓ ST Nova.



Saudia Technic is pursuing a strategy that aligns with its role as Saudi Arabia's national champion and supports the growth of aviation in the region as a whole.

2022

Getting the Basics Right

Predictive Maintenance

2023

2024

Future Growth and Sustainability



Saudia Technic Signed an Investment Agreement with the PIF to Develop the MRO Village

Under the patronage of His Excellency the Minister of Transport and Logistics Services, Chairman of the Board of Directors of Saudi Arabian Airlines Corporation, Eng. Saleh Al-Jasser, the Public Investment Fund (PIF) has announced an agreement to invest in Saudia Technic, a subsidiary of Saudia Group. The investment aims to transform Saudia Technic into a leading global MRO provider, enhancing infrastructure and expanding market reach. By developing a cutting-edge MRO Village in Jeddah, Saudi Arabia solidifies its position as a premier aviation hub.

Raid Ismail, Co-Head of MENA Direct Investments at PIF, highlighted the significance of the investment, stating, “PIF continues to invest in one of the world’s

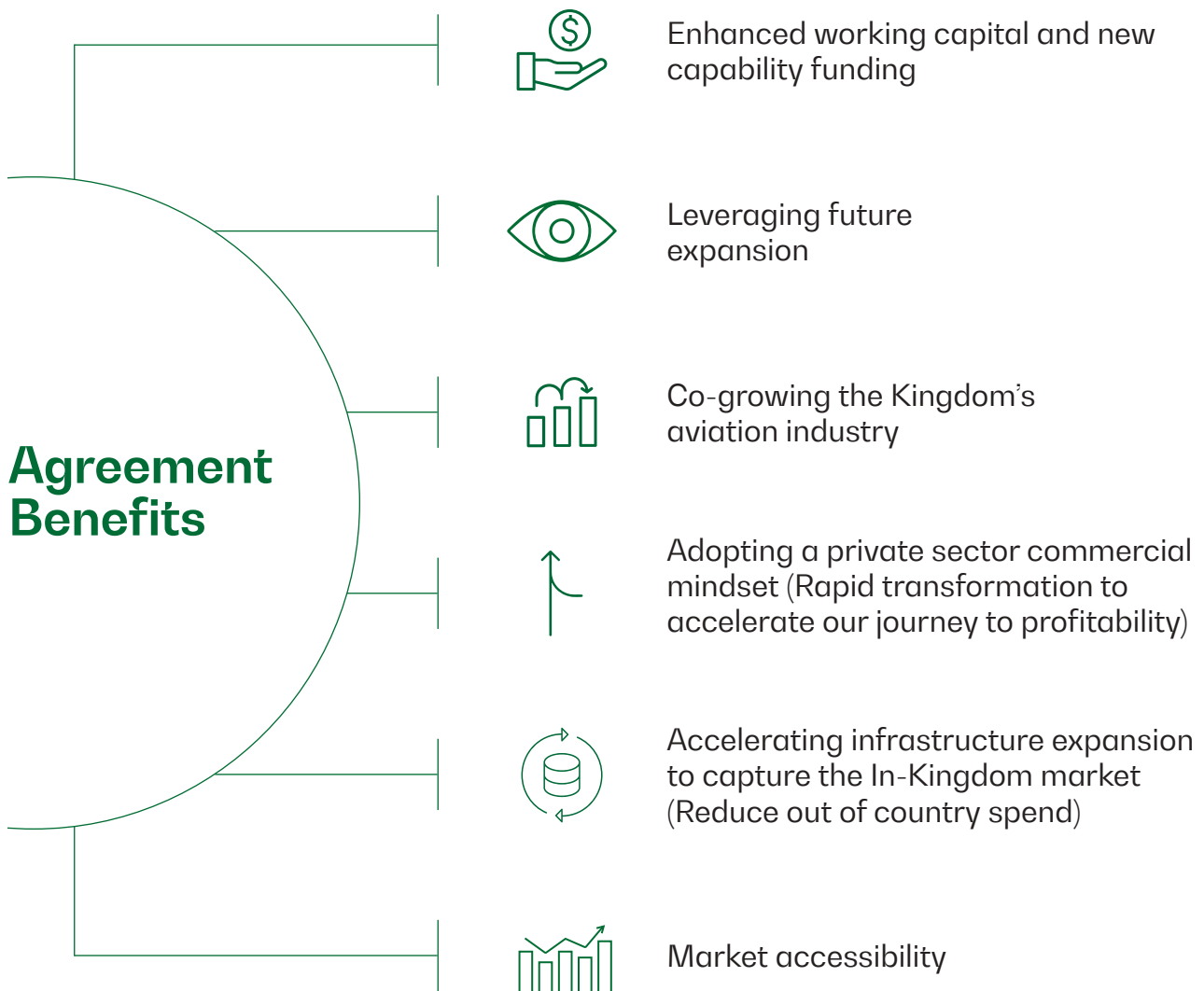
most dynamic and rapidly expanding sectors in an increasingly interconnected global economy. The investment in Saudia Technic is a significant milestone as we unlock capabilities, localize expertise, and create a first-class, world-leading aviation sector in Saudi Arabia.”

Captain Fahd Cynndy, CEO of Saudia Technic, expressed enthusiasm about the strategic investment by PIF, saying, “This strategic investment by PIF underscores our commitment to becoming a leader in the aviation industry. We are excited to work alongside PIF in shaping the future of aviation in Saudi Arabia and the region. Together, we aim to enhance our capabilities, drive innovation, and become the MRO of choice for airlines and partners worldwide.”





The PIF Investment is a Strategic Move to Accelerate Growth Through Capital Infusion



In an Era Characterized by Industrial Evolution, Saudia Technic is at the Forefront of Transforming the Aviation MRO Sector with its Groundbreaking MRO++ Philosophy, Extending Beyond Core MRO Activities

Traditional MRO Market



Services



Segments

Line Maintenance

Component Maintenance

Base Maintenance

Engine Maintenance

Commercial Aviation and Airlines

Business and General Aviation

Helicopter

Urban Air Mobility

Light Military

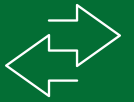


MRO + +

Leveraging Potential Opportunities



Turn-key Solutions



Unlocking Potential Volume and Operational Excellence

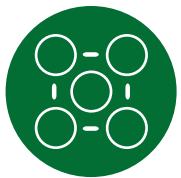


Next Gen Technology



Mimicking Uber's Impact on Transportation, the MRO++ Philosophy Redefines Aviation Maintenance by Transcending Conventional Approaches

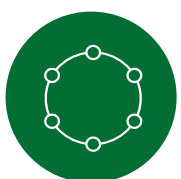
This holistic philosophy integrates innovation at every service level, leading to a comprehensive enhancement in aviation maintenance.



Seamless



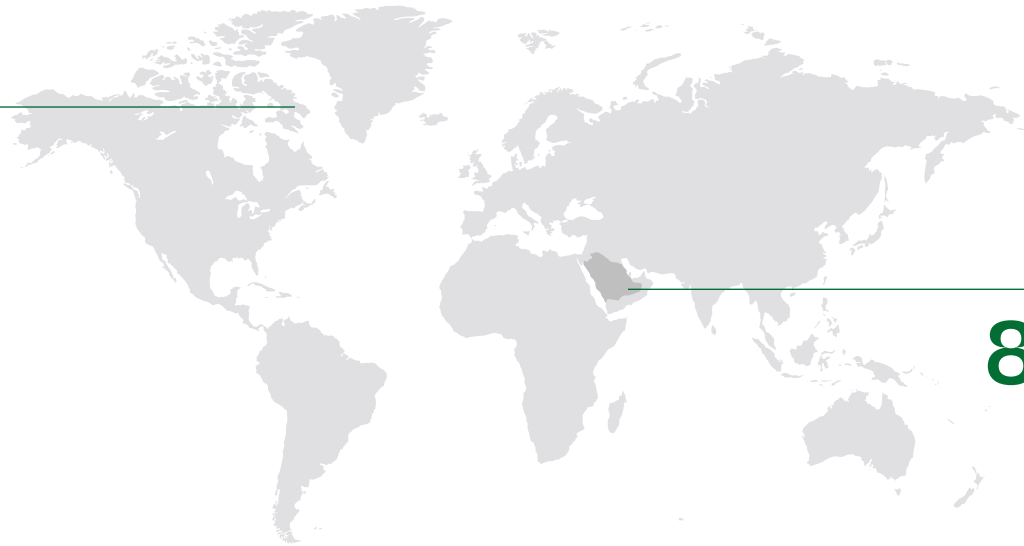
Technical



Organization



20%

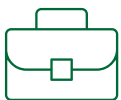


80%

An Ambitious Goal

Upon full operational capacity, Saudia Technic will have the ability to fulfil 90% of existing client needs, reducing out-of-Kingdom spend. The additional spare capacity will drive our market penetration, reserving 80% for the domestic market and 20% for regional opportunities.

Total Jobs at the MRO Village



11,700

Saudia Technic Celebrated the Inauguration of the Jet Propulsion Center, a Milestone Achievement in the MRO Village



Saudia Technic celebrated a momentous occasion with the inauguration of the JPC, signifying the completion of construction work and establishing it as the pioneering facility within the MRO Village. The new JPC is equipped with advanced technology to carry out a wide range of engine capabilities. At full capacity, it will house 1,700 highly skilled technicians and have the ability to service 300 engines and 500 APUs per year. The significance of this achievement was commemorated through a grand ceremony held at the Test Cell unit within the center, attended by esteemed guests, including the Minister of Transport and Logistics Services, the President of the General Authority of Civil Aviation, the Director General of Saudia Group, and a representative from the Public Investment Fund.

“

The completion of JPC and Test Cell construction paves the way for Saudia Technic to become a key engine MRO provider globally.

”



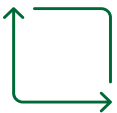
Saudia Technic fulfills its commitment to conduct the inaugural engine test at the new JPC.



The JPC is a state-of-the-art facility consolidating existing JPC engine capabilities with new ones (GEnx, LEAP, etc.).



The state-of-the-art test cell at JPC accommodated the Boeing 777 GE90 engine, which boasts an impressive 115,000 pounds of thrust.



The upgraded JPC has the capacity to service 300 engines and 500 APUs per year.



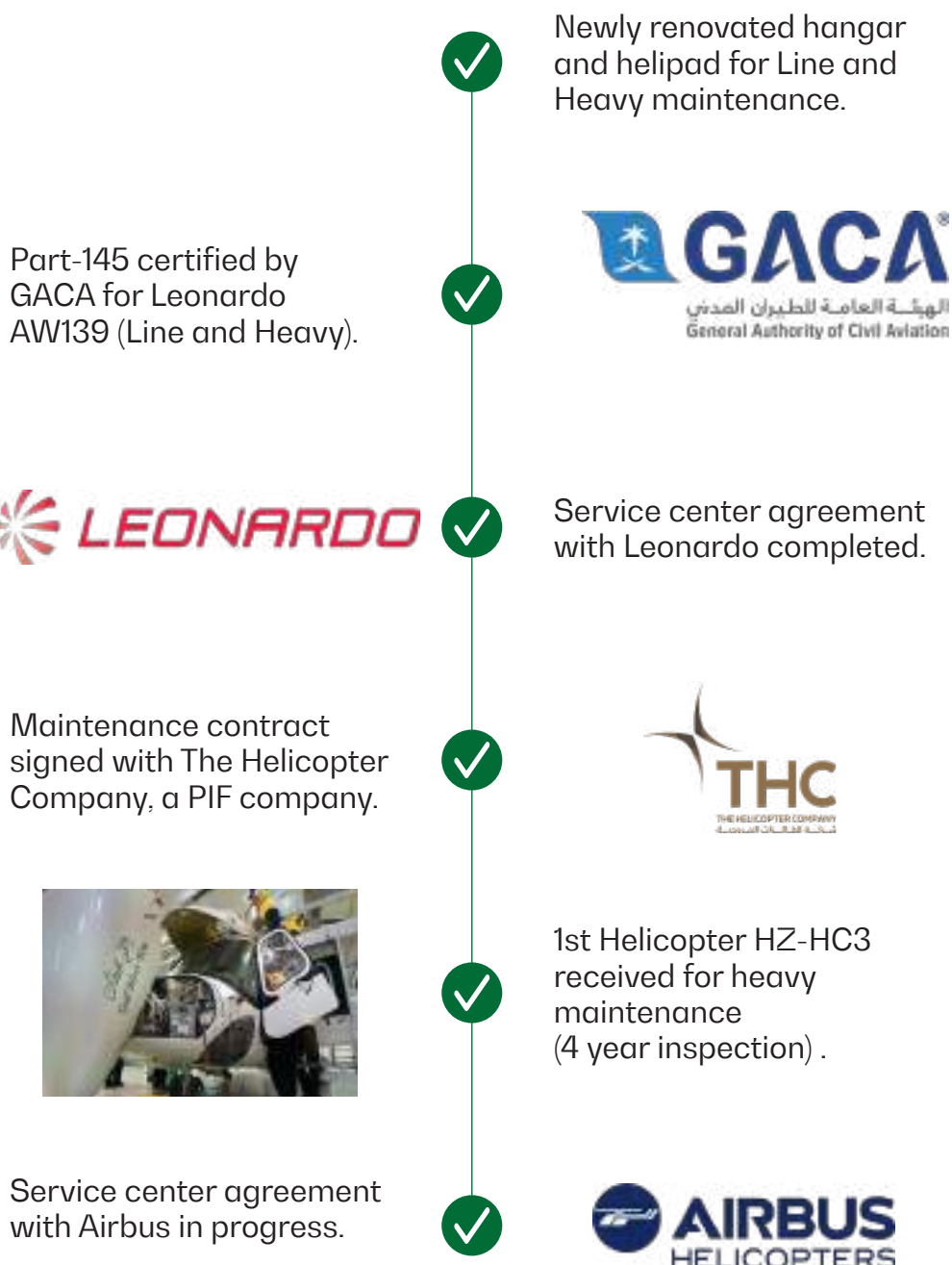
Once fully operational, the new JPC will enable a significant increase compared to the original JPC facility, which services 60 engines and 150 APUs per year.



At full capacity, the JPC will host 1,700 technicians.

Helicopter Business Line Launched by Saudia Technic, Featuring Dedicated Helipad and Successful Licensing Milestone

Saudia Technic has expanded its capabilities by obtaining a helicopter rating to carry out comprehensive maintenance for the AW-139 helicopter model. This includes heavy and line maintenance tasks, such as 4-year/1500-hour inspections. This achievement marks a significant milestone in support of Saudia Technic's plans to expand operational capabilities and establish advanced hangars spanning over 7,500 square meters to accommodate up to 10 helicopters simultaneously.





Saudia Technic Reinvents Hangar Operations with ST Nova, Pioneering a Shift to an Advanced Digital Environment



One of Saudia Technic’s strategic projects is to transition traditional operational workflows within the hangars to a digitalized operating environment that will assist the technicians.

Saudia Technic has accomplished a remarkable milestone in the aviation MRO sector with its latest innovation, ST Nova, which ensures the highest standards of safety and efficiency. This pioneering achievement has proven to be a game-changer, overcoming challenges and transforming them into opportunities that create global solutions.

ST Nova is a prime example of how Saudia Technic is committed to embracing and incorporating modern technologies into all aspects of its operations. This new technology addresses even the smallest operational details, making workers’ jobs easier and helping them overcome obstacles they may face. It is hard to imagine that a traditional safety vest for technicians could be transformed into a piece of technology that solves problems and delays in the aviation sector. ST Nova delivers enhanced efficiency, improved transparency, reduced aircraft turnaround times, and ultimately reduces customer maintenance costs.

It’s important to note that Saudia Technic’s technicians are surrounded by these sensors not for the purpose of monitoring, but rather to provide them with great protection and ensure their safety.

The technology notifies supervisors in case of emergencies occur or if any tools or additional parts are missing, thus ensuring the safety of the technicians at all times. Saudia Technic introduction of ST Nova will bring many benefits to its valued customers in the aviation field. With its groundbreaking MRO++ philosophy, and in alignment with the objectives of the National Aviation Strategy, Saudia Technic will remain committed to enhancing technology to meet the needs of the industry.



iPads
Distributed

220

100%



Users Trained

700 / 850

85%



Sensors Installed

250 / 250

100%



Tags Utilized Even Once

696 / 746

96%

Application Windows

Hangars Mapping



Test	Reported Status	Worked					
AB712001124	Worked	Worked 1					
1 JOHN BETHUNE 02344	4000005	Not Working	BTAP Office	0	0	0	0
2 KAZEM	0000003	Not Working	BTAP Office	1	0	0	0
3 VICTOR ESCABAL	0000009	Present	BTAP Office	0	0	0	1
4 BEN MACALINAD	0000008	Present		0	0	0	0
5 AMAR LUNA APEDA	0000007	Present		0	0	0	0
6 AHMED YOUSSEF	0000006	Present	BTAP Office	0	0	0	0



Operational Excellence



Increase safety measures and minimize risks



Improve productivity and performance

Daily Planner for task allocation



Increase efficiency and minimize complexity







Governance Environment, and Sustainability

Saudia Technic Governance

Saudia Technic has established 13 permanent committees to elevate decision-making by ensuring the right level of empowerment, backed by effective oversight and consistency. These committees play a crucial role in enhancing decision-making processes and addressing other pivotal factors essential for organizational success.

Committees

Change Order Control Committee

Emergency Response Plan Committee

Group On Time
Performance Committee

Executive Management
Committee

Reward and
Recognition Committee

Cybersecurity
Committee

Price Setting and
Strategy Committee

Business Continuity
and Crisis
Mangement Committee

Human Capital
Governance Committee

Contract Procurement
and Review Committee

Innovation and
Creativity Committee

Safety and Compliance Committee

Business Ethics Committee



Committee



Change Order Control Committee

- 01 To effectively manage and make decisions regarding change orders, change requests and all related aspects of the completion of the MRO village projects.
- 02 Establish a formal change control process.
- 03 The Committee aims to minimize the risks associated with change orders and maintain project objectives.



Emergency Response Plan Committee

- 01 Ensure a transition from normal to emergency operations and a return to normal operations.
- 02 Promote high safety performance and compliance with standards by optimizing resource allocation for Emergency Response activities.
- 03 Support a safety-focused organizational culture by providing necessary resources for effective emergency preparedness and safe practices.



Group On Time Performance Committee

- 01 To act as a dedicated point of focus, consolidating the efforts of the diversified Saudia Group.
- 02 To operate as a unified, integrated body of leaders to clarify, optimize and elevate inter-departmental processes.
- 03 To ensure all actions and initiatives under the oversight of the Committee are sustainable.



Executive Management Committee

- 01 Consolidate critical decisions by top level management.
- 02 Make critical decisions related to organizational direction, major initiatives, and resource allocation.
- 03 Provide guidance on complex issues affecting the organization, major initiatives, and resource allocation.



Reward and Recognition Committee

- 01 Redesign the reward and recognition program.
- 02 The new program consists of two important elements
Monetary: based on KPIs, Non- Monetary: based on Saudia Technic core values.
- 04 Enhance overall employee engagement through positive reinforcement.



Cybersecurity Committee

- 01 Review and ensure implementation of the cybersecurity strategy.
- 02 Implement the cybersecurity roadmap.
- 03 Review and update policies and standards to elevate the maturity of the cybersecurity level.
- 04 Conduct risk assessment to the maturity level of the cybersecurity and align it with National Cybersecurity Authority.



Price Setting and Strategy Committee

- 01 Standardize request initiation, filtering, processing.
- 02 Closing processes of the services provided by Saudia Technic to other parties in order to reduce request rejection.
- 03 Maximize process efficiency.
- 04 Provide requested services in a timely manner.



Business Continuity and Crisis Management Committee

- 01 Identify potential risks and threats to the organization.
- 02 Assess the impact of these risks on business operations and continuity.
- 03 Develop strategies to manage and mitigate identified risks.
- 04 Formulate and update business continuity plans to ensure the organization can continue essential functions during and after a crisis.
- 05 Establish protocols for maintaining critical operations and services.



Human Capital Governance Committee

- 01 Align HR strategies and initiatives with the overall business strategy and objectives of the organization.
- 02 Ensure that the talent strategy supports the long-term goals and sustainability of the organization.
- 03 Review and provide oversight on the organization's compensation and benefits structure assessment.
- 04 Support initiatives for employee training and development.
- 05 Ensure that HR practices and policies comply with relevant labor laws and ethical standards.
- 06 Recommend and oversee the adoption of HR technologies that enhance efficiency and effectiveness.
- 07 Ensure that HR policies and decisions are communicated clearly to all stakeholders.



Contract Procurement and Review Committee

- 01 Ensure that the procurement process adheres to relevant laws, regulations, and organizational policies.
- 02 Confirm that the contracts meet legal and ethical standards.
- 03 Identify and assess potential risks associated with contracts, including legal, financial, and operational risks.
- 04 Review and analyze contract terms and conditions to ensure cost-effectiveness and value for the organization.
- 05 Ensure that contracts align with the organization's quality standards and specifications.
- 06 Establish and maintain a systematic documentation process for all procurement activities and contract reviews.



Innovation and Creativity Committee

- 01 Facilitate and encourage the generation of creative ideas from employees at all levels.
- 02 Establish processes for capturing and evaluating innovative concepts.
- 03 Explore and assess emerging technologies that can enhance the organization's products, services, or processes.
- 04 Make recommendations on the adoption of new technologies.



Safety and Compliance Committee

- 01 Monitor and assess workplace safety standards and practices.
- 02 Develop and implement safety policies, procedures, and guidelines.
- 03 Identify potential hazards in the workplace and implement measures to prevent accidents and injuries.
- 04 Promote a safety culture that encourages employees to report potential risks.
- 05 Stay informed about and ensure compliance with local, state, and federal safety regulations.
- 06 Monitor changes in regulations and adjust policies accordingly.
- 07 Foster open communication channels for employees to report safety concerns or incidents.



Business Ethics Committee

- 01 Establish and enforce ethical business practices
- 02 Ensure policies and ethical framework are intact to support improving the culture.
- 03 Ensure compliance with professional and ethical standards.



Environment Activities

International Volunteer Day and Tree Planting Initiative

On International Volunteer Day, Saudia Technic's corporate social responsibility efforts were exemplified through an activity aligned with the Saudi Green initiative (SGI) to plant 10 billion trees. As part of the Initiative, employees from the Saudia Group participated in planting over 2,000 different seedlings at the new Saudia Technic MRO Village in Jeddah. This reflects the company's commitment to environmental sustainability and the promotion of a greener future.





Green Environment

Aligned with the Saudia Technic commitment to a green environment, the organization has embraced sustainability practices and Implemented eco-friendly initiatives across all operations.



Managed Print Services

Achieving Digital Transformation

Unifying the service, support, and maintenance approach of all the printing services. (Enterprise/Network printers).



E-Sign

Achieving Digital Transformation

To digitally sign normal docs.



Cabin App

Achieving Digital Transformation

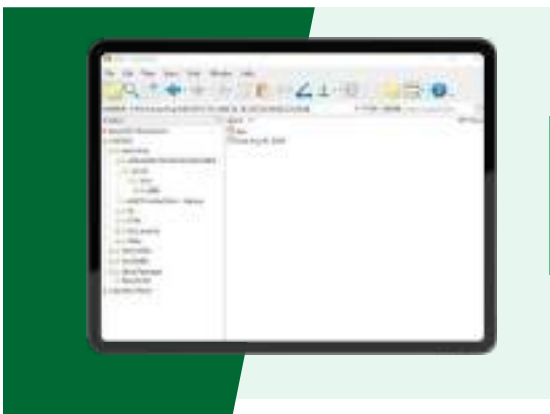
To digitize the Component Maintenance Manuals of the Aircraft, digital twins of Layout of Passenger Accommodation (LOPA) in 3D model and creating a dashboard for the executives to have an overview of the defects on the subjected fleets.



Q-Pulse Upgrade

Supporting Safety and Compliance

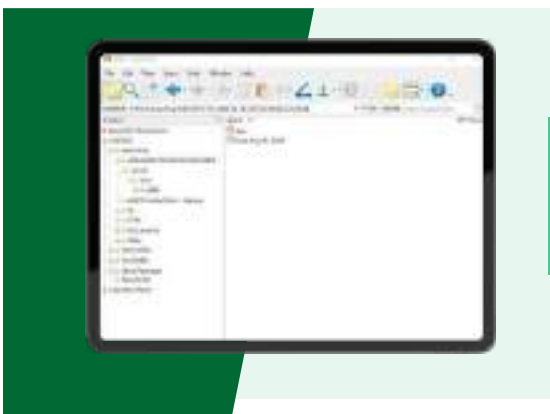
Upgrading the Q-Pulse system to achieve mobile capabilities.



Laserfiche Integration with AMOS

Achieving Digital

DMS for work orders and work packages to AMOS through Laserfiche.



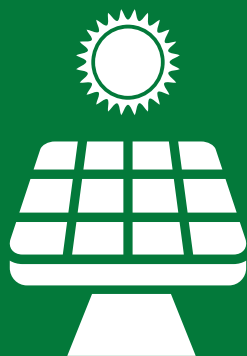
Technicians Mobile Devices (Mobile Office)

Achieving Digital

IT Mobility solution for ST Technicians.

Sustainability Activities

Saudia Technic focused on encouraging an environmentally friendly culture by finding solutions that enable the production and use of renewable and sustainable sources of energy and waste management to minimize the environmental impact of the operation and the entire supply chain.



Renewable Energy

Saudia Technic, in a significant stride towards advancing sustainability goals aligned with Vision 2030, the National Aviation Strategy, and the Saudi Green Initiative, forged a strategic partnership with Saudi Aramco Power Company (SAPCO) during the Future Aviation Forum in 2022. This collaboration aims to discern a renewable energy solution that will contribute 20% of the power required for the operation of the MRO Village.

The joint effort entails a comprehensive feasibility study, encompassing detailed technical deliverables, commercial structuring for renewable energy (RE) project development, and the formulation of Power Purchase Agreements (PPAs) alongside legal agreements. With an estimated investment of SAR 4 M, the envisioned renewable energy project is anticipated to generate 10-15MW, constituting a substantial 21% of the MRO Village's total energy demand. This initiative underscores Saudia Technic's commitment to sustainable practices and its pivotal role in contributing to the broader objectives of national and global environmental stewardship.





Waste Management Recycling Initiative

In line with Vision 2030's Sustainable Development Goals "Goal 12: Ensure sustainable consumption and production patterns". Saudia Technic has initiated a recycling program by establishing a long-term agreement with specialized service provider EADA company (owned by PIF) to turn waste management from a cost center to a profit center, with an annual accumulation of recycled materials of 740 tons and revenue of SAR 2.1M.

This initiative will recycle all waste produced by aircraft maintenance and office space materials such as plastic, wood, carton, paper, E-waste, and batteries. Moreover, recycling bins for these types of materials have been distributed at the the 202 Bldg. and Main Admin Bldg., as well as adding containers assigned for each type of material.



Recycling Process



شركة فرز وإعادة الخدمات البيئية
SORTING AND RECYCLING CO.
FOR ENVIRONMENTAL SERVICES







Safety and Quality






033



Certification and Accreditation

Added Certifications and Ratings

In 2023, Saudia Technic succeeded in adding five new certifications and ratings.

Certification Provider	Customer	Aircraft / Engine	Location
 GACA الهيئة العامة للطيران المدني General Authority of Civil Aviation	Saudia	<ul style="list-style-type: none"> A321-251NX (LEAP-1A32) A330-300 (Trent 772B-60) and (Trent 768-60) B787-9 Helicopter AW-139 A320/321 	<ul style="list-style-type: none"> JED, RUH, DMM, MED, ABT, AHB, AJF, BHH, ELO, URY, GIZ, HAS, HOF, EAM, TUU, TIF, and YNB line stations CAI and DXB international stations AHB and TIF line stations C- Check up to 4 yrs inspection 12Y CHK
 EASA European Aviation Safety Agency	Lufthansa Cargo	B777F	RUH Line Station
 الطيران المدني Civil Aviation State of Kuwait - دولة الكويت	Kuwait Airways	<ul style="list-style-type: none"> A320 (CFM56-5B4) A320 NEO (LEAP-1A) 	TIF line station
	Biman Bangladesh Airlines	<ul style="list-style-type: none"> B777-300ER (GE90-115B) B787-8/9 (GENx1B) 	MED line station
 الهيئة العامة للطيران المدني CIVIL AVIATION AUTHORITY	Qatar Airways	<ul style="list-style-type: none"> A320 (CFM56) A320 (V2500) 	TUU, YNB, and AHB line stations

Current Certifications

Saudia Technic has complied with all requirements and aspects of 16 local and international certifications. As a result, these certification were renewed and granted by the concerned authorities.



GACA
KSA General Authority
of Civil Aviation



QCAA
Qatar Civil Aviation
Authority



BCAA
Bahrain Civil Aviation
Authority



BCAA
Civil Authority of
Bangladesh



GCAA
UAE General Civil
Aviation Authority



EASA
European Aviation
Safety Agency



FAA
USA Federal Aviation
Administration



CAAP
General Authority of
the Philippines



DGCA
Kuwait Directorate
General of Civil Aviation



CAACI
Cayman Islands Civil
Aviation Authority



ISO
Occupational health and
safety management
systems



GAMI
General Authority for
Military Industries



ISO
Quality Management
System (QMS)



ISO
Environmental
Management System
(EMS)



Metrology Laboratory
Fluid Laboratory
Nondestructive Testing
Laboratory



US Department Of
Transportation

Gaining Three ISO Certificates Led to the Company Obtaining an Integrated Management System Certificate



Saudia Technic's dedication to achieve excellence led the company to gain the Integrated Management System (IMS) certificates for ISO 9001, 14001, 45001. These certifications demonstrate Saudia Technic's dedication to excellence, sustainability, and occupational health and safety.

ISO 9001 highlights product quality, continuous improvement, and organizational efficiency.



ISO 14001 certifies Saudia Technic's commitment to environmentally responsible practices, including waste reduction and regulatory compliance.

ISO 45001 ensures a safe workplace and adherence to global standards for accident prevention and employee well-being.

These certifications reinforce Saudia Technic's commitment to continuous improvement, efficiency, and customer satisfaction.



Successfully Completed Inspection for A320/A321 Aircraft, Moving Towards Operational Approval

Saudia Technic has achieved a significant milestone with the successful inspection of the A320/A321 (12 Year Check) aircraft rating by GACA. Compliance with safety standards and regulations was ensured through evaluation, and met all requirements. The aircraft is now awaiting the finalization of operational specifications

(Ops Specs) by GACA. Following this, the aircraft will operate in accordance with prescribed guidelines and safety standards. This accomplishment is a crucial step in maintaining the airworthiness and safety of the A320/A321 aircraft.

New Rating to Perform Line Maintenance for A321-251NX in 19 Stations

Saudia Technic proudly announced the addition of a new rating empowering Saudia Technic to perform line maintenance for the A321-251NX aircraft model. This enhancement significantly boosts operational proficiency, enabling aircraft line maintenance at an impressive total of 19 stations. Covering 17 domestic locations

and 2 regional hubs, including the bustling stations of Cairo and Dubai, this triumph marks a pivotal moment in Saudia Technic's commitment to delivering top-notch maintenance services and ensuring unparalleled reliability.

Recovery Team Leaders Hone their Skills in the Yearly Qatar Airways Drill



The leaders of Saudia Technic's recovery team actively engaged in the annual aircraft recovery drill hosted by Qatar Airways. Noteworthy is Qatar Airways' comprehensive recovery kit, capable of handling aircraft as large as the A380. The primary objective of this drill, involving the utilization of recovery kit equipment, is to efficiently clear aircraft from congested runways while preventing secondary damage. Regular performance of these drills is crucial to verifying the effectiveness of recovery equipment and ensuring the readiness of technicians.

Saudia Technic Participated in the Annual Emergency Drill at King Abdulaziz International Airport



Recognizing the paramount importance of safety in the aviation sector, a collaborative effort unfolded during the preparatory meeting held by the Jeddah Airports Company to discuss the emergency drill at King Abdulaziz International Airport. Attended by various executive and operational leaders from diverse government sectors, including the Assistant Director General at the airport, the session emphasized the critical role of collaborative stakeholders in ensuring aviation safety. Representing Saudia Technic in this crucial gathering were the Director of Heavy

Aircraft Maintenance and the Leader of the Aircraft Recovery Team. Their active participation underscored Saudia Technic's unwavering commitment to safety, highlighting the company's dedication to engaging in initiatives and meetings that contribute to enhancing safety measures across all airports in the Kingdom. This collaborative spirit among stakeholders serves as a cornerstone in the aviation sector, reinforcing the shared responsibility towards maintaining the highest safety standards.

Pursuing Peak Performance: Executing Rigorous Internal and External Audits to Elevate Operational Excellence

Saudia Technic has undertaken a comprehensive evaluation of its operations through internal and external audits. The purpose of the audits was to assess and analyze the various aspects of the operations. This includes processes, workflows, safety measures, compliance with industry standards, and overall organizational performance.

Saudia Technic Delves into Petro Rabigh's Safety Framework for Enhanced Industrial Practices



In alignment with Saudia Technic strategy to enhance safety, a dedicated team from Saudia Technic's Safety and Quality Assurance Department conducted a comprehensive visit to Petro Rabigh. The objective was to fortify safety measures, with a specific focus on reviewing Petro Rabigh's Emergency Response Plan, Emergency Control Center, fire alerting system, safety culture, and promotional

activities. The assessment also delved into Petro Rabigh's practices in handling industrial injuries and their utilization of Personal Protective Equipment. This initiative fostered collaboration, offering valuable insights and further solidifying the ongoing partnership, thereby contributing significantly to Saudia Technic's elevated safety standards

Elevating Safety Standards through Collaborative Emergency Evacuation Drill with Fakeeh Medical Services at the JPC

Aligned with Saudia Technic strategy to elevate safety standards. Saudia Technic is deeply engaged in a series of initiatives focused on accident reduction and overall safety improvement. As part of the ongoing commitment to enhancing Safety and Quality, Saudia Technic has recently partnered with Fakeeh Medical Services to organize an emergency evacuation drill

at the JPC. Conducted with precision, the drill, which commenced at 9:00 am and concluded in approximately 15 minutes, aimed to evaluate the preparedness of the area in effectively responding to emergency situations, further fortifying our dedication to elevated safety standards.

Evacuation Etiquette

1 Remain calm and alert



2



Leave all personal belongings

3 Beware of loose clothes or untightened shoes lace



4



Evacuate to the nearest **EXIT**

5 GSE team and EQ operators shall park at the nearest designated location



6



Proceed to the nearest **ASSEMBLY POINT**

7 Chief Position Holder reports absent or missing individuals to the Emergency Wardens



8



DO NOT re-enter the building

9 **WAIT** until the all-clear from Emergency Commander (Duty-shift Manager) and Wardens



Fire Extinguishers Warden Training

- Basic principles of fire
- Classification of fires
- Fire extinguisher and uses
- Fire hazards
- Fire evacuation plan
- Duties and responsibilities of fire personnel
- Emergency calls
- Fire alarm system & fire fighting

10 employees were trained on 25 September 2023 in the Main Admin Building. By fulfilling these daily routine roles, fire wardens can help ensure the safety of individuals and prevent fires from happening.

Evacuation Plan Signage

- ✓ 202 Building
- ✓ Main Admin Building
- ✓ Test Cell
- ✓ JPC
- ✓ All Bays
- ✓ Flammable Stores and North/East Store

Faqeeh Medical Clinic



Faqeeh Medical Clinic is currently providing healthcare services at the Main Admin Building in the MRO Village. The clinic will operate in shifts from Sun-Thurs and they offer an ambulance, a golf cart, two beds, medical supplies, and an automated external defibrillator.

First-Aid Kit



120 first aid kits installed to ensure employee safety.



Efficient Fire Emergency Drill Executed at Narrow Body Airbus Hangar, Involving Multiple Departments with Swift and Effective Responses

In a proactive measure led by Saudia Technic's Facility Management, a comprehensive Fire Emergency Drill unfolded at the Narrow Body Airbus Hangar (Bay 3), drawing participation from various departments within Saudia Technic and other government authorities. A detailed email announcement paved the way for the involvement of 70 dedicated employees in a prompt and organized evacuation of the hangar.

The drill included a scenario where the medical team efficiently executed the rescue and treatment of a simulated injury. The fire department demonstrated its rapid response capabilities, arriving at the scene within an impressive 4-minute timeframe. Notably, their actions included ensuring the hangar's fire alarm panel functionality and its connection to JEDCO's control room. This successful drill showcased the commitment of Saudia Technic and its collaborative partners to maintaining a high standard of emergency preparedness and response, further enhancing the overall safety protocols at the Airbus Hangar.









Organizational Health and Culture

Outcomes

Strategic Initiatives for Workplace Enhancement: Emphasizing Reward and Recognition, Work Environment, Work Culture, and Employee Engagement



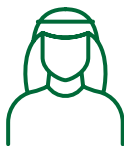
230

Employees rewarded and recognized for their outstanding performance in 2023.



100%

Of Saudia Technic Performance Management System completed.



81%

Saudization, at the Platinum level (as per HR Service Delivery), highest in Saudia Group.



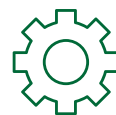
370

Placements in the 2 year program at Saudia Academy
This number is 525% higher than last year (32 trainees).



46

Non-technical training courses at Saudia Academy.



1,351

Training and development seats in leading institutes.



230 Employees were rewarded during Saudia Technic Star Awards.



90 Students joined the Saudia Technic Summer Training Program.



Employees receive a meal allowance in their digital wallet.



Ask Saudia Technic Portal redesigned and user experience enhanced.



Employee engagement and wellbeing boosted through ST Olympics, which is a fun employee event.



JPC Medical Clinic re-opened after a multi-year closure.



8 Ramadan tents allocated to provide Iftar and Suhoor for all employees during the holy month of Ramadan to boost harmony and cohesion among employees.



Monthly Saudia Technic Performance report published.



Employee Mobile App launched offering features such as leave balance, meal allowance balance, calendar, and weather information.



6 Work culture and environment change initiatives launched.



1,351 Non-technical training seats provided.

Recognizing Excellence: The Power of Reward and Recognition in the Workplace

Saudia Technic Star Award



Throughout the year, Saudia Technic has conducted quarterly Star Award ceremonies, a testament to our unwavering commitment to recognizing and appreciating exceptional achievements by our employees. The 230 individuals honored during these ceremonies have consistently demonstrated outstanding performance and embraced the core values of Saudia Technic.

This dedication to regular recognition is not just a ritual but a cornerstone of our culture, reflecting our commitment to fostering an environment of excellence. The ripple effect of these acknowledgments is evident in the hard work and dedication exhibited by all employees, further solidifying our collective pursuit of excellence.



Proudly Celebrating the Graduation of Technicians from Saudia Academy



In 2023, the first group of students from the Saudia Academy, who specialized in Airframe and Powerplant, received recognition and honors from Saudia Technic. The academy, which has a total of 370 trainees, has graduated 20 students in 2023, followed by 112 students in 2024 and 238 in 2025. These graduates are highly valued by Saudia Technic and actively contribute to the center's operational success by applying their acquired skills and knowledge.





Workplace Environment

Saudia Technic Successfully Executed the Mega Move to the New Admin Building.

Mega Move



10K m²
Area



470
Offices



728
Fire Alarm Detectors



3
Smoking Shelters



LEED Certificate

As part of Saudia Technic's objective to promote environmental sustainability, The MRO Main Admin Building is recognized by United States Green Building Council (USGBC) and received a LEED certificate for Leadership in Energy and Environmental Design. Such certification showcases Saudia Technic environmental commitment around its facilities design and construction through applying energy-saving devices, using materials with recycled content, smart controls for heating-ventilation-air-conditioning systems and Building Management System, and sustainable energy sources.



306 Employees Moved

from Bldg. 202 to MRO-Main Admin Building



3
Seating Areas



3
Elevators



154
Lighting Sensors



3
Floors



3
Assembly Areas



21
CCTV Cameras

Elevating the Work Environment Through Facility Improvements and Renovations



Renovated office space



Solar lighting



Safe shaded pass



Parking shades



Reactivated defunct AC units and improved the existing AC system



Unifying the layout and design for all offices

Facilities Enhancement



25

Stations



59

Buildings



415k m²

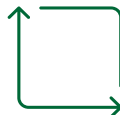
Area

Optimization reduced the area by 247K m² and achieving 192M annual cost savings.

RUH Space Optimization Program



Relocate T1 and T2 employees to T4.



Reduced office area by 19% to accommodate 210 employees.



Cost avoidance annually 230K.

Co-Work Spaces

To enhance the workspace environment and positively impact employee well-being and productivity, Saudia Technic has introduced an innovative Co-worker concept, featuring collaboration spaces and silence booths. This strategic initiative is designed to offer Saudia Technic employees a dynamic and conducive atmosphere, fostering convenience and productivity.

The introduction of 3 phone booths and 3 huddle rooms in the 202 Building, along with an additional 14 phone booths and 10 huddle rooms in the Main Admin Building at MRO Village, signifies a commitment to providing versatile spaces for collaborative meetings and private discussions. These thoughtfully crafted spaces serve as a hub for team interaction.

The Co-worker concept not only facilitates collaborative meetings at the heart of operations but also provides a better workspace for employees. By creating an environment that promotes focus and privacy, Saudia Technic aims to contribute significantly to the overall well-being and productivity of its workforce. These indoor office pods, accommodating up to five people, serve as the perfect setting for small teams to meet, collaborate, and innovate



Lighting
4000K LED lighting system



Fresh Air
Innovative air ventilation system ensures that **employees** you can stay comfortable and focused.



Soundproof
An effective area of **60%** covered by Polyester Fiber sound absorbing material.



Quality
Made of aerospace grade aluminum, carbon composite panels, and tempered glass.



Storage Area

Main Admin Bldg.



The underutilized space has been efficiently transformed into a versatile storage unit, enhancing our operational efficiency and catering to the needs of multiple departments. The project, completed in just two weeks at a cost of SAR 56,000, stands as a successful repurposing endeavor.



Renovation and Enhancement

Hangar 75



The renovation of Hangar 75, the inflatable hangar, encompasses various improvements. These include floor markings, the expansion and enhancement of portable offices to accommodate over 28 users, the installation of a backup generator, intensified lighting, improvements to the fire system, repairs to all hangar and control room HVAC units, and comprehensive preventative maintenance for all equipment and fire extinguishers.



Facility Enhancement



Illumination Enhancement

202 Bldg., Main Admin Building, 777/747
Hangars COMAT Store, Airbus Hangar,
and Madina Station



The Maintenance team, in collaboration with the Aircraft maintenance team, has replaced old and broken lights with brand new ones in multiple locations such as:

202 Bldg. – replaced 320 lights
777 Hangar – replaced 45 lights
COMAT Store – replaced 300 lights
Airbus Hangar – replaced 32 lights
Madina Station – replaced 4 lights
Installed 2 new ACs

Integrated Assets Management (IAM) System

The commencement of the Integrated Assets Management (IAM) system marks the initiation of a comprehensive plan to streamline maintenance and user notifications via mobile or desktop applications. This system integrates work order planning, the material procurement process, and the inclusion of all materials, including fast-moving items, along with supplier information. The implementation includes an infographic system designed to aid planners in the decision-making process for equipment failures and the bad-actor program (Repair vs Replace). Furthermore, it ensures the real-time updating of facilities maintenance operational key performance indicators, and the data is seamlessly uploaded to the Saudia Wave System. The anticipated cost avoidance is estimated at SAR 700,000, with an actual annual cost saving of SAR 81,000. This initiative signifies a proactive approach to enhance efficiency, decision-making, and cost-effectiveness in asset management.



Saudia
Technic

ASKTECHNIC





Culinary Delights

In a commitment to enhancing the work environment and fostering employee satisfaction, Saudia Technic has agreements with Taybat Alhijaz and Banemah restaurant. This initiative ensures that all employees receive a monthly credit of SAR 150, emphasizing the importance of offering diverse choices in food and beverages to cater to individual preferences.

Furthermore, our collaboration with multiple food and beverage companies, including MEED and Zed and Juice World, is exemplified

by the installation of over 4 vending machines on our premises. This strategic effort aims to provide employees with a variety of delicious food, snacks, and drinks, emphasizing the significance of offering diverse and high-quality options. Saudia Technic strives to create a work environment where employees can enjoy a range of culinary choices.



Customer Satisfaction Survey [Happiness Index]

Saudia Technic has initiated a survey aimed at elevating the workplace environment and fostering a culture of continuous improvement. This survey is designed to gauge customer satisfaction, with a particular focus on how Facility Management aligns with the expectations of company staff. The objective is to not only identify areas of strength and weakness but also to take proactive measures that contribute to an improved workplace culture.

Launched on October 20, the survey seeks to gather insights from 2,000 participants, providing a valuable opportunity to assess the current state of workplace satisfaction. Notably, the initial happiness index is at 85%, indicating a positive reception to the ongoing efforts. This data will serve as a foundation for implementing targeted initiatives to enhance products, services, and relationships within the organization.

Saudia Technic's commitment to improving the workplace environment and nurturing a positive organizational culture is evident in this strategic survey. By actively seeking feedback and addressing identified areas for enhancement, the company aims to create a workplace that not only meets but exceeds the expectations of its staff, promoting a culture of excellence and continual growth.



Your Opinion Matters

Facility Management would like to hear your feedback about your work environment. Please take the time to complete the survey to help us improve your work life at Saudia Technic.



“

“Give yourself something to work toward – constantly.” – Mary Kay Ash

”

Saudia Technic's Team and Families Come Together in Celebration of the New Identity

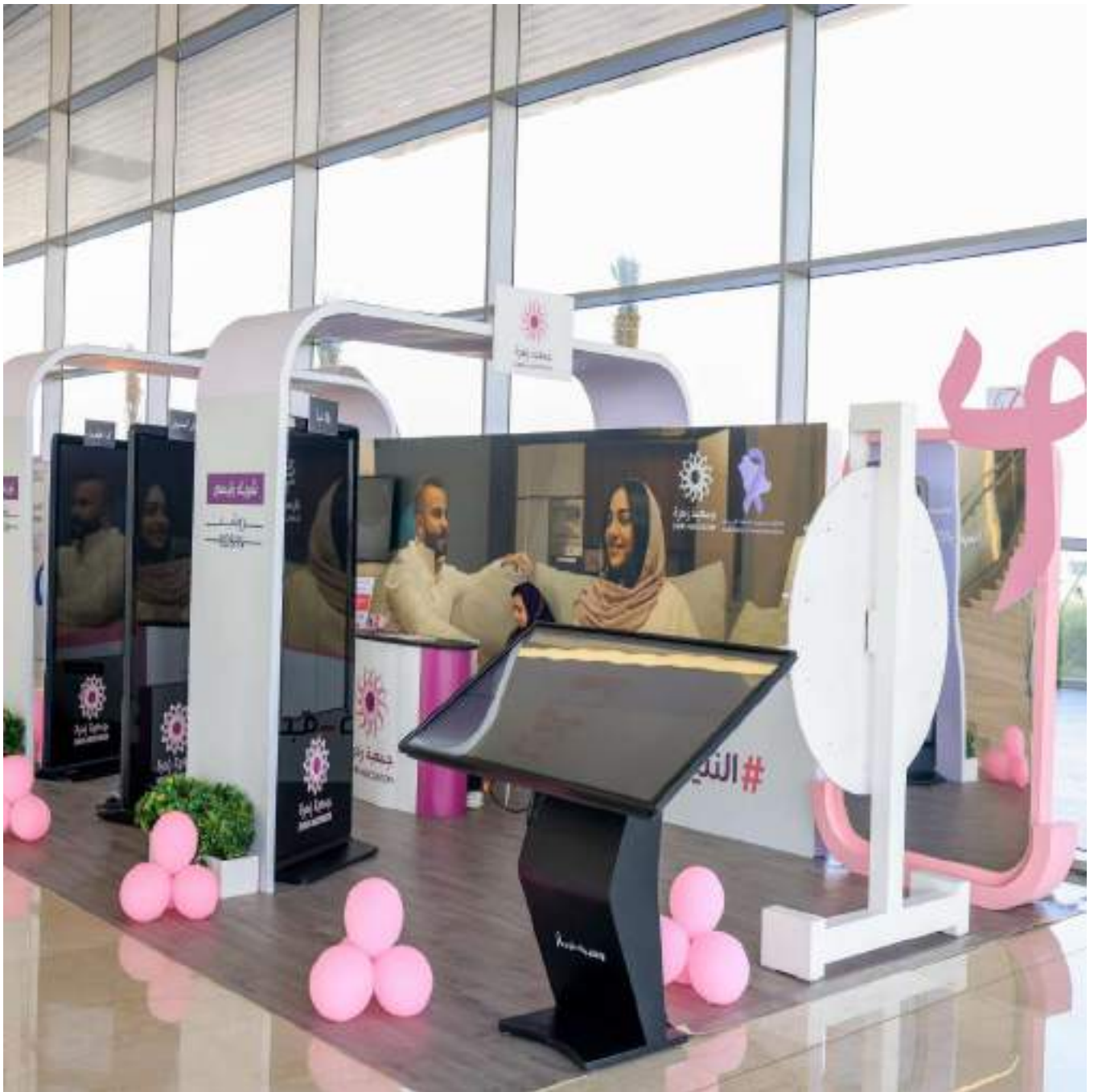


We welcomed
4,000 + people
who were impressed with
the well-organized event
schedule.

The brand launch ceremony offered attendees the opportunity to learn more about the new identity and see an A320 in the new livery.



Ensuring Employee Well-being Through Breast Cancer Awareness Campaign





Ramadan Tent



Ramadan Tent Event
Saudia Technic organized delightful Iftar and Suhoor gatherings for all employees, lasting for the entire month of Ramadan, fostering a strong sense of unity and happiness. This initiative not only brought everyone together but also highlighted Saudia Technic’s commitment to the well-being and cohesion of its workforce.



Eid Al-Fitr

Saudia Technic celebrated Eid al-Fitr for three days, bringing joy to all employees.



Eid Al-Adha



Saudia Technic Fun Olympics 2023 (Family Day)



The Saudia Technic Olympics, a lively event aimed at boosting employee engagement, offered a chance for relaxation, socializing, and enjoyment in the workplace. The event was hosted inside the Saudia premises. A total of 5,581 Saudia Technic employees and family members participated in the event. Featuring various sports activities such as basketball, soccer, board games, and challenging sports games, the Olympics aimed to foster a culture of friendship and trust among participants.





Saudia Group Championship 2023









Digitalization and Technology



Outcomes

91

Power BI dashboards built

141

Power BI reports generated

1571

Technical enhancements and processes improved



Digitalization and Technology to Leap Forward

Saudia Technic has focused on digitalization, digitization, and implementing new technology to improve quality, streamline and enhance processes.

Saudia Technic, a key player in the MRO sector, confronts decision-making challenges hindering efficiency within the evolving landscape. Recognizing the imperative shift toward predictive maintenance, the company strategically invests in AI as a central enabling technology, targeting accelerated growth and transformation into a Cognitive Enterprise. The 2023 dedicated to establishing a robust AI infrastructure, laying the foundation for proactive decision-making.

This commitment to innovation is exemplified through transformative projects such as the implementation of AI solutions, ST Nova, and the integration of Cloud computing and virtualization technologies.

These initiatives underscore Saudia Technic's proactive approach, leveraging cutting-edge technologies to enhance operational efficiency, responsiveness, and overall competitiveness in the MRO sector.

AI

in

MRO



Artificial Intelligence

Safety and Quality

Develop a Cognitive AI interface for efficient and accessible safety incident reporting for all personnel. Promote the growth of safety-first culture.



Order Management ++

Improved Order Management using AI, to follow-up with the vendors based on parts required for operations.



Intelligent Billing Advice++

Line and Heavy maintenance projects activities will be billed based on the TSA (Technical Service Agreement).



Cloud Computing and Virtualization Technologies

The adoption of Cloud Computing and Virtualization Technologies (CCVT) has been instrumental in promoting a green environment.



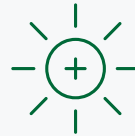
These innovative solutions optimize resource utilization by dynamically allocating computing power and storage based on demand. By reducing the need for physical infrastructure and maximizing server utilization, cloud computing and virtualization contribute to energy savings and a smaller carbon footprint.

AMOS System Upgrades and Redeployment

Saudia Technic partnered with Swiss Aviation Software to improve the adoption of AMOS and benchmark existing processes with global best-in-class practices to move beyond traditional maintenance and into AI-powered predictive maintenance.



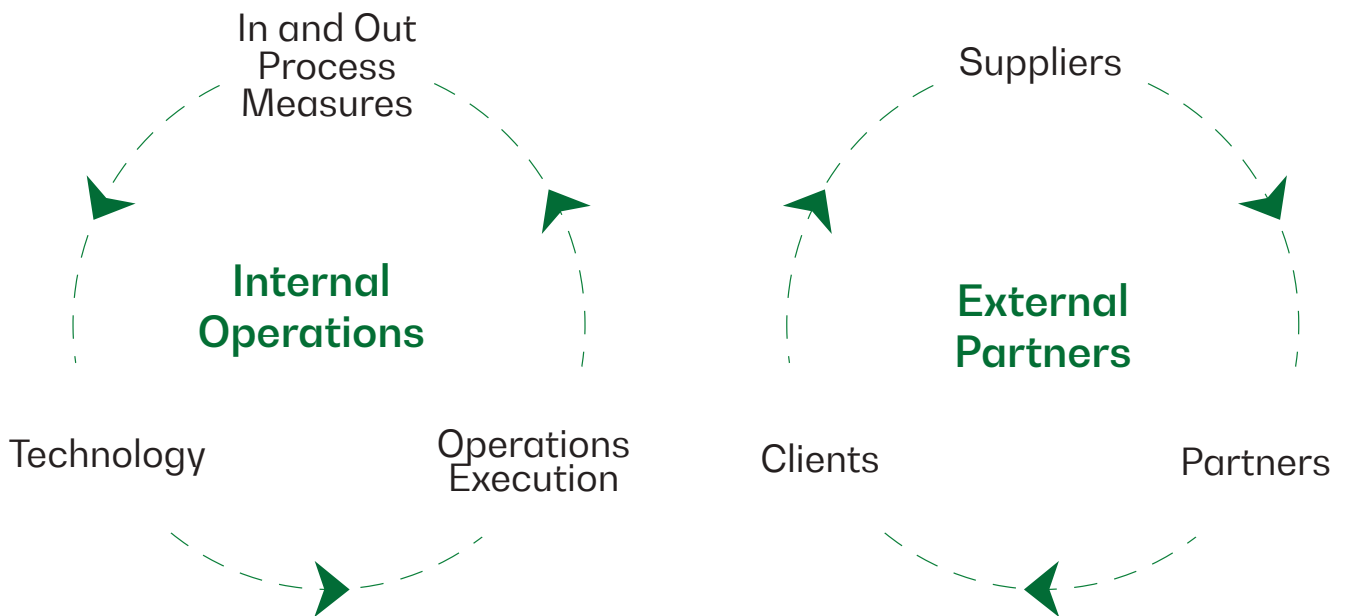
Saudia Technic is developing the competencies to become a national and regional center of excellence supporting the aviation ecosystem.



Saudia Technic collaborated with AMOS to evaluate the current system. This will enhance data quality, improve visibility and enable greater levels of proactive and predictive maintenance.

AMOS

Technologically Enabled MRO



Data Management



Process Governance

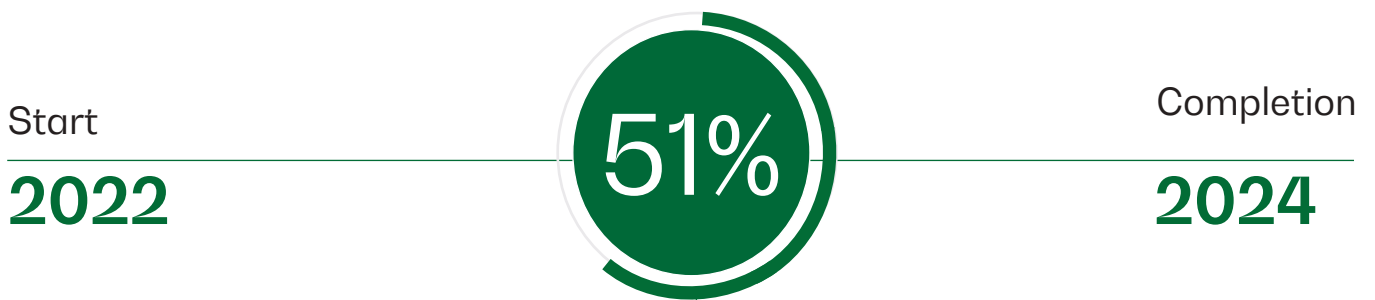


Mobility and Automation



Optimal Reporting

Curent Project Progress Status



AMOS

Saudia Technic AMOS MRO

AMOS Airline

MRO

Heavy Maintenance

+

Line Maint/ Spares/
Component/ Pool

+

CAMO
Service Provider

AMOS Project Highlights

Data Quality

- Identified and isolated 92 stores containing non-compliant parts
- Eliminated over 300,000 part numbers without corresponding items
- Deleted 170,000 locations lacking associated parts
- Corrected outdated information in 1,000 orders
- Rectified 16,500 effectivity errors
- Deleted 42,000 incorrectly pending events
- Corrected 37,000 errors in documents
- Deactivated 24 aircraft in the AMOS system

Process Governance

- Organizational approval management process
- Advanced reorder proposal process
- Hangar planning process
- Implementation of controls preventing Users from Signing Maintenance Events on Behalf of Others
- Enhanced order approval control process
- Process optimization for supplying materials to third parties

Mobility and Automation

Completed:

- Automated material allocation
- Automated allocation of leased aircraft
- Material requirements

In Progress:

- AMOSmobile/EXEC
- AMOSmobile/Stores
- Electronic signature

Dashboard Reporting

- AMOS operation dashboard
- Weekly scorecard

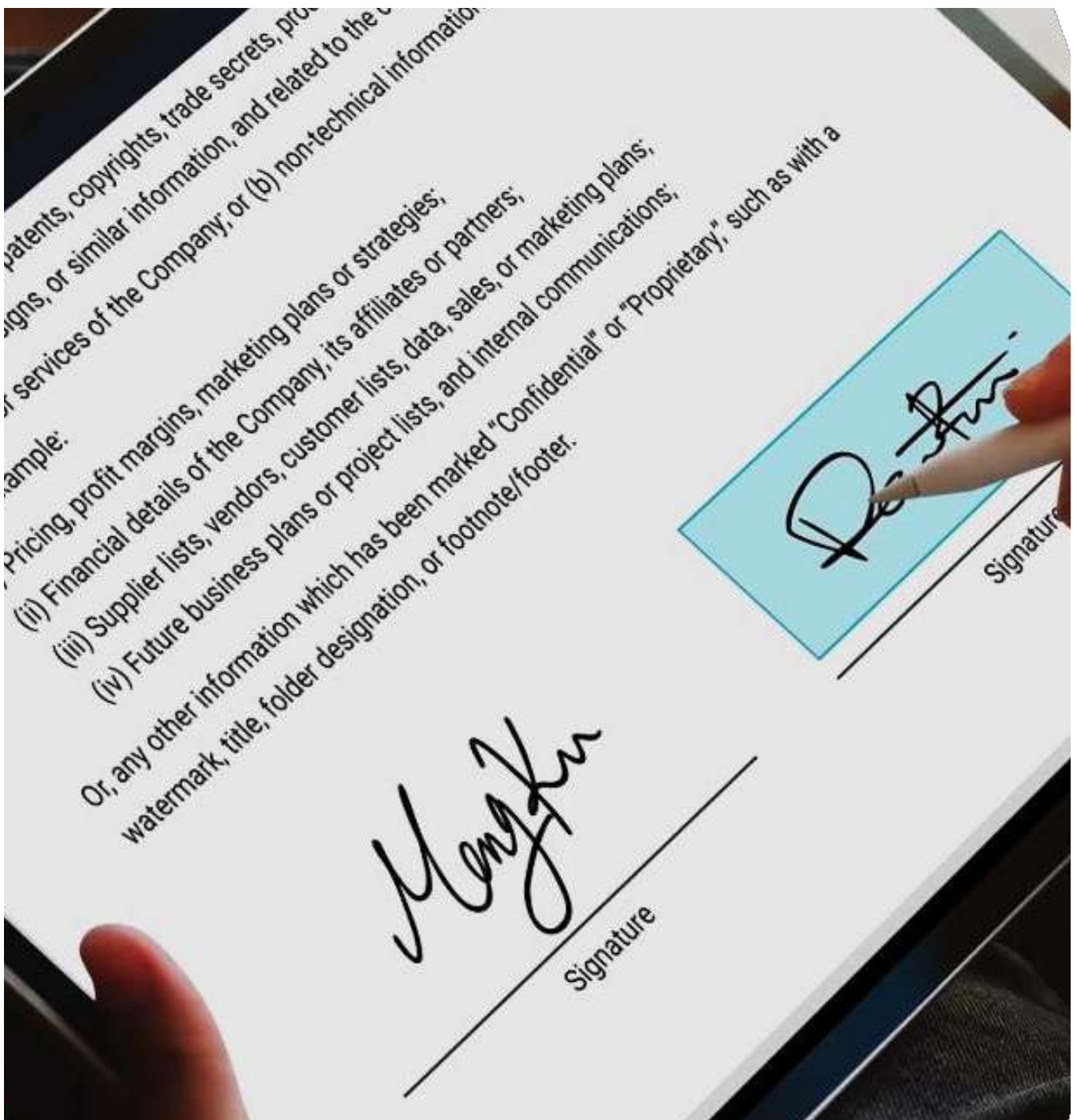
Remote Work and Video Conferencing

More automation translates into heightened productivity for Saudia Technic. Technology has empowered the organization to embrace remote work capabilities and leverage advanced video conferencing solutions.



Paperless Process and Digital Transformation

Saudia Technic places a central emphasis on diminishing paper consumption to mitigate waste as part of its commitment to digital transformation. This dedication is powered by the seamless integration of technology and innovation across our operations.





Saudia Technic Launched My Asset Services for Accurate Centralized Management of Devices

Accurate device tagging, precise tagging of IT devices to their respective employees through the My Asset service has:



Informed budgeting decisions



Reduced compliance risks



Enhanced security measures



Centralized device management



The Safety and IT departments at Saudia Technic collaborated to introduce the innovative Electronic Industrial-Injury-Reporting System.

This system is strategically designed to revolutionize the reporting and management of work-site injuries, representing a substantial stride towards fostering a safer and more responsive workplace. This initiative aims to:



Streamline reporting process



Enhance response time



Convenient access for supervisors



Efficient input contribution

Saudia Technic Components Maintenance Enhances Efficiency Through Automated Batteries Management System

Embarking on the digitalization path aimed at operational enhancement and technological progress, Saudia Technic Components Maintenance has initiated substantial digitization efforts. These endeavors are geared towards fine-tuning control mechanisms and amplifying the processing capabilities for batteries, representing a pivotal step in our commitment to harnessing digital solutions for operational excellence. This strategic move is intended to:



Improve control over operations and expand processing capabilities for batteries.



Implementation of a sustainable production line at Components Maintenance.



Efficient monitoring and system interfaces.



Enable expert training in advanced battery systems.



Workflow automation and production improvements.

Revolutionizing Maintenance Records: Saudia Technic and GE Introduce the GE Asset Transfer System (ATS)

Saudia Technic and GE have introduced the GE Asset Transfer System (ATS). The ATS is a solution aimed at:



Enhancing maintenance records and simplifying asset transfers.



Facilitating tracking of projects and management of documentation.

Launching the Employee Mobile App



Saudia Technic proudly presents its Employee Mobile App, designed to enhance the employee experience and streamline access to essential services. This user-friendly app is equipped with a range of features to provide convenient access to important information and tools, fostering a more connected and efficient work environment.

Key Features:



Integrated calendar and weather features.



Leave and meal allowance tracking.



Business card feature allowing users to view and share their details conveniently via QR codes.

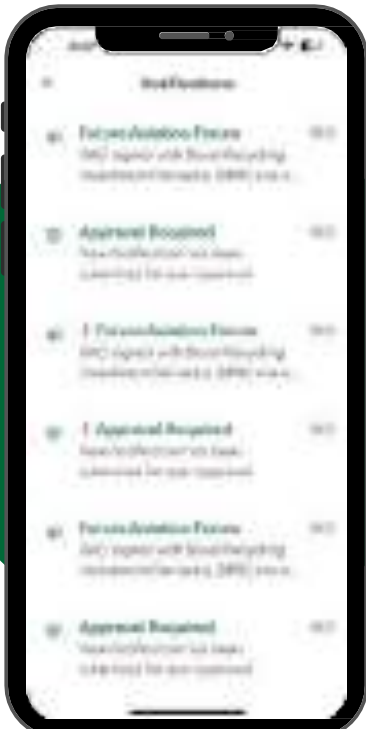


Quick links to services and applications such as AMOS and SAP for enhanced accessibility and productivity.

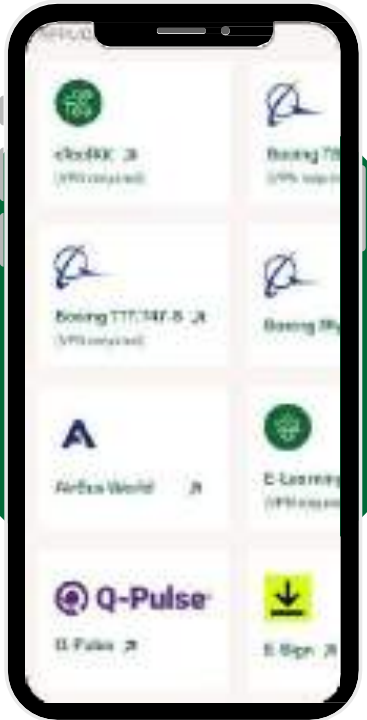
Business Card



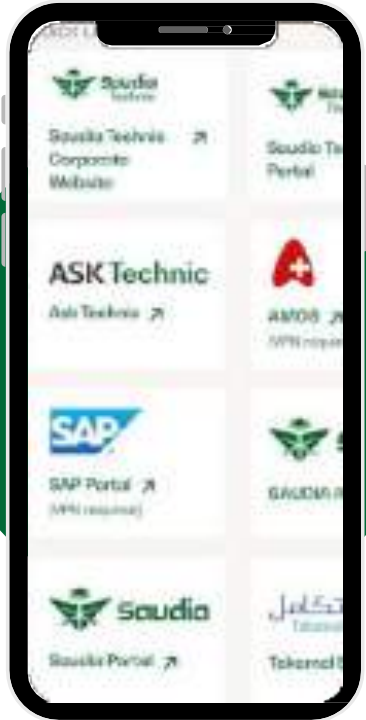
Notifications



Applications



Quick Links



Introducing the Saudia Technic Public Website

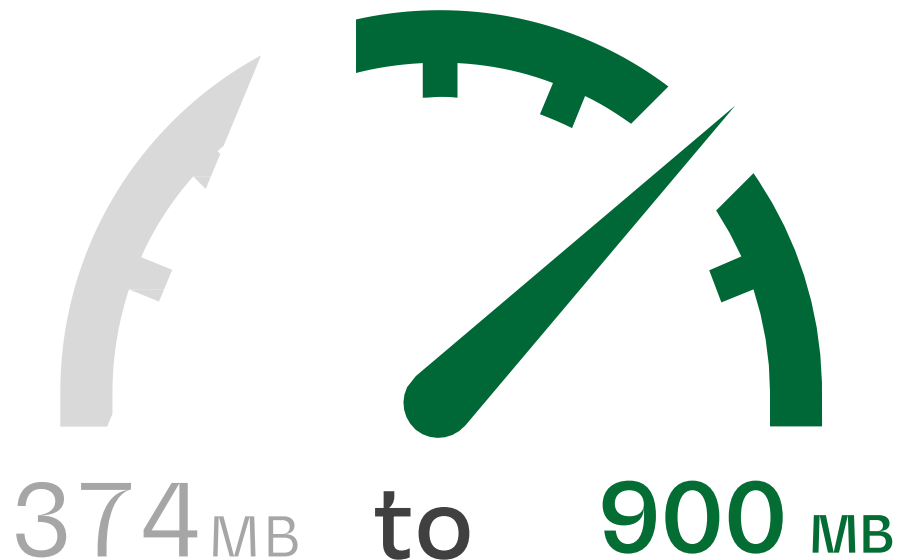


Employee Portal

The Saudia Technic portal is a robust and responsive intranet application within the SharePoint environment. It serves as a dynamic and essential tool, fostering employee engagement, supporting their daily activities, and ultimately enhancing overall productivity. The platform's design prioritizes simplicity, user-friendliness, and increased efficiency.



Bandwidth Upgrade







The bandwidth speed was increased

From 374 MB to 900 MB



Highlights

-  Better response to internet resources which helps in access to Office 365 and Microsoft 365 etc.
-  Secure access to local and internet network access from all branches
-  Unified management and control, across ST offices
-  Upgraded bandwidth to meet ST vision of moving services to cloud

Watermark

Digital Empowerment: Saudia Technic's Visual Commitment to Transformation and Information Security



An enabler for digital transformation initiatives, Saudia Technic has introduced a distinct watermark feature on laptop screens. This visual identifier serves as a tangible reminder for employees, underlining the company's steadfast commitment to leveraging technology for the enhancement of internal communication, empowerment of staff, and facilitation of efficient information access. The watermark also enhances information security and data traceability.





Business Development and Operational Efficiency

Localization

Saudia Technic stands at the forefront, leading the charge in expanding and diversifying aviation capabilities within the Kingdom. This strategic initiative not only fuels the drive towards localization but also plays a pivotal role in building robust and advanced capabilities. As a trailblazer in the aviation sector, Saudia Technic is actively shaping a landscape where the Kingdom's aviation industry thrives with enhanced expertise and a diversified skill set. This visionary approach not only strengthens the local aviation ecosystem but also positions Saudia Technic as a driving force in the relentless pursuit of excellence and self-sufficiency within the Kingdom.



Localize Expertise

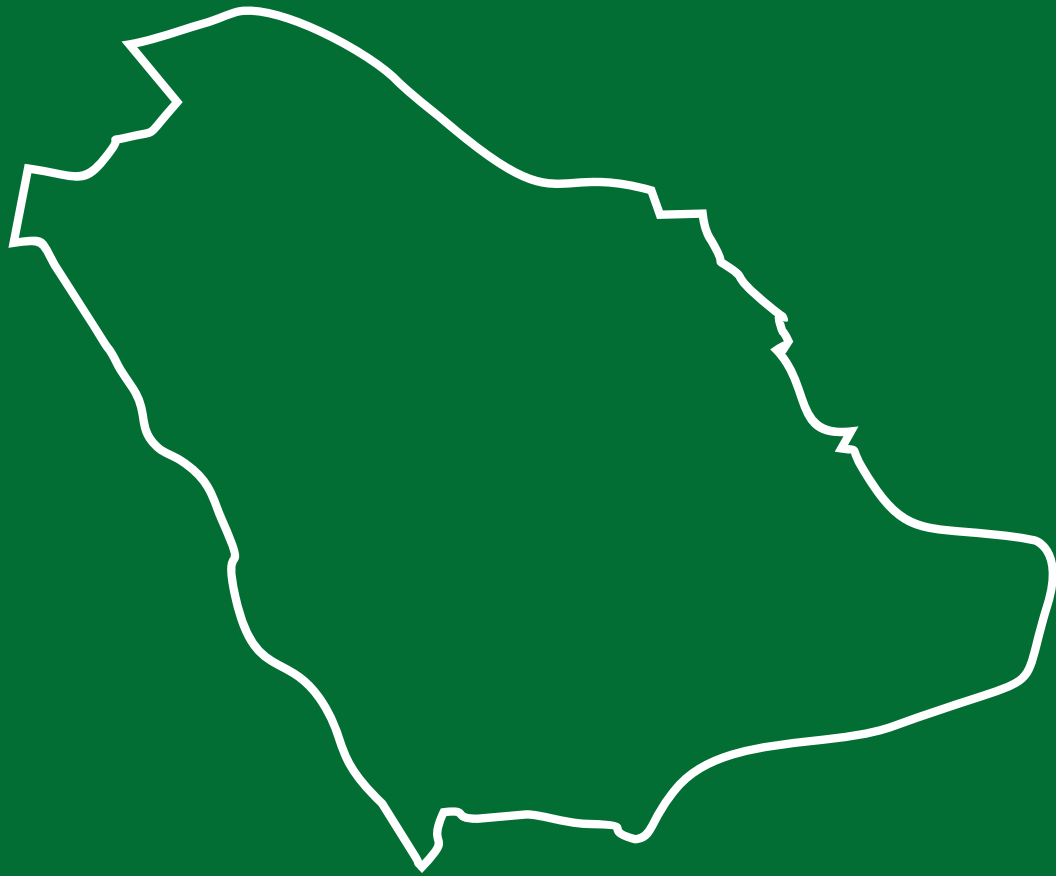
Investing in our workforce and next generation talent. Saudia Technic will unlock the potential of thousands of Saudi nationals through the establishment of a training academy and an array of development programs.



Engaging Global Partners in Localization

To accelerate growth and to benefit from best-practice, Saudia Technic is leveraging strategic relationships with trusted partners.





11,700

Additional jobs to be created within the MRO Village and JPC by 2030.

40%

Local Content contribution.

Expanding Capabilities to Capture Opportunities



Rotorcraft Maintenance

Growth in markets of civil, emergency, fire fighting, military and hydrocarbons.



Advanced Paint Shop

Gap in the regional market.



150k lbs. of Thrust Test Cell Capability

Capable of testing the most powerful turbines.



Piece-Parts/Cabin Manufacturing

Creating a market for 3D printing feedstock.



Urban Advanced Mobility

Future-proof with emerging transport expertise.



Military Aircraft Maintenance

Capture 35% of the addressable market.



Helicopter Maintenance

Establishing hangar space of 7,500 square meters to accommodate up to 10 helicopters simultaneously.



Platinum Care

Thales and Saudia Technic Cooperation to serve Saudia IFE system.

Saudia Technic Expanding Localization

Saudia Technic JPC Enhances Capabilities and Localizes Engine Maintenance for CFM56-2A in the Kingdom



Saudia Technic's JPC has strategically invested in an eight-week hands-on training program for six mechanics in its Jeddah-based workshop, demonstrating a commitment to enhance capabilities and bolster manpower. The mechanics are expanding their skills to include the CFM56-2A, currently serviced by Lockheed Martin in Montreal, Canada. In the near future, this highly skilled work will be shifted to the Kingdom, with an expected volume of about 6-8 engines per year for an extended period. Anticipating a revenue of approximately SAR 30 M per shop visit, with man-hours ranging from 3000-3500, this move aims not only to elevate capabilities but also to strengthen the local workforce, contributing significantly to Vision 2030's objectives.

Saudia Technic JPC Expands Capabilities to Include Honeywell 131-9A APU Maintenance for Saudia's A320 Fleet

Honeywell

The JPC is finalizing capabilities on the APU model Honeywell 131-9A. This APU is currently being retrofitted onto Saudia's A320 fleet. flyadeal is already operating this APU. The goal is to maintain all Honeywell 131-9As at the JPC. JPC employees have been sent for extensive training at the Honeywell facility in Germany. The JPC expects to overhaul about 100 of these APUs per year, a total of 5,000 manpower hours.

Sector Synergies

Ecosystem Alignment and Partnerships: sustaining our journey to cultivate enduring and nurturing relationships with partners, both locally in KSA and on a global scale, as an integral element of MRO village activation



- Alignment with National Aviation Strategy.
- Adherence to Authority Regulations.



- SHINE.
- Established multiple committees to enhance performance and customer experience.



- Multiple opportunities for maintenance services.



- MRO Village support services collaboration.



- Potential collaboration for mutually beneficial growth, localization, and expanding capabilities.



- 5 year delivery installation expanded contract including 2 C-checks.



- Training and development agreement.



- Innovation Center.
- Cabin Service Experience Subcommittee.



- Aircraft Recovery Services.

Selected Strategic Partnership



Saudi Arabia





AIRBUS

Saudia Technic and Airbus Helicopters have signed a significant agreement. The memorandum of agreement aims to establish an authorized service center in Saudi Arabia. This agreement expands Saudia Technic's capabilities and sets new standards in helicopter maintenance services.

Honeywell

Honeywell appointed Saudia Technic as the first authorized Honeywell service center in the Middle East. The appointment includes a global license for the 131-9 auxiliary power unit (APU) installed on Boeing 737NG and Airbus A320 aircraft.

LIEBHERR

Saudia Technic partnered with Liebherr's network for heat exchanger services. Saudia Technic will have the in-house capabilities to handle heat exchanger tests or cleaning on behalf of Liebherr- Aerospace for all equipment operated in the Middle East region.



Saudia Technic and The Helicopter Company (THC) signed an agreement to perform heavy maintenance for THC's fleet of Airbus and Leonardo Helicopters.



Saudia Technic conducted a broad discussion with Rhinestahl, an approved GE tools manufacturer, for future localization projects to execute tool maintenance activities.





Honeywell

Honeywell Appoints Saudia Technic as Sole Authorized Service Center in the Middle East

Saudia Technic achieved a noteworthy milestone at the Dubai Air Show 2023, securing the distinction of being chosen by Honeywell as the premier exclusive authorized service center for Honeywell in the Middle East region. This collaboration enables Saudia Technic to offer maintenance services for the 331-500 auxiliary power units (APUs) installed on Boeing 777 aircraft. The partnership underscores Saudia Technic's commitment to local initiatives, emphasizing its substantial impact on the aviation industry and aligning seamlessly with the localization objectives outlined in Vision 2030. Furthermore, it stands as a testament to Saudia Technic's expertise in establishing strategic partnerships and providing high-quality maintenance services on a global scale.



Saudia Technic and Lufthansa Technik Establish Extensive Partnership to Upgrade Saudia's Airbus Fleet

During 2023 Dubai Airshow, Saudia Technic and Lufthansa Technik signed a remarkable ten-year Total Component Support (TCS) contract. This contract focuses on Saudia's Airbus fleet and marks a significant expansion of their existing partnership. Under this agreement, Saudia Technic gains access to Lufthansa Technik's extensive global component pool, ensuring a wide array of resources for maintenance and repairs. Additionally, the contract includes the provision of an Aircraft on Ground (AOG) support system, specifically for time-critical components. To further strengthen the collaboration, both companies will begin a joint training program in January 2024. This contract is composed to enhance Saudia Technic's technical operations, contributing to efficiency and excellence within the aviation industry.

Business Development and Growth

+500M SAR

Saudia Technic has engaged with national and international customers executing multi-year agreements.



Saudia Technic and flyadeal have executed an A320 Fleet Maintenance Agreement. Through this agreement both companies leverage their strengths by capturing out of the Kingdom spend and economies of scale.



Saudia Technic is a partner for fleet development and aircraft type introduction. Saudia Technic has supported flynas in its introduction of the Airbus A330-300 aircraft. Leveraging its technical competency and knowledge of the type through the Saudia fleet.



Saudia Technic and Alphastar executed an Aviation Maintenance Agreement (AMA) in April 2023. Supporting maintenance, material, and manpower requirements with the potential for growth to include heavy maintenance services in 2024. The current Heavy Maintenance market share is 7%.



Operational Efficiency

Operational efficiency boosts productivity through streamlined processes and optimized resources. It lowers costs, enhances quality, and fosters competitiveness, leading to sustainable growth and success.

Cabin Project - Elevating Aircraft Operation

Boeing 777 First Suite Upgrade

The project involved enhancing the mechanism for securing and maneuvering the first-class suite doors by introducing an additional latch and increasing the number of motor passes to ensure a seamless door movement.



Localization



Less Fuel Consumption



Aircraft Weight Reduction




Improved Efficiency and Durability



Business Class Retrofit

As a leading MRO service provider, our current venture involves a meticulous retrofit project aimed at optimizing the seating configuration of our client's aircraft. This strategic initiative necessitates a reduction in the size of the business class cabin to make way for an expanded and more comfortable economy class section. What sets this project apart is the reliance on the skilled expertise of Saudi technicians for its seamless execution.


This commitment aligns with our core values of supporting local talent and contributing to the local content. By leveraging the proficiency of our Saudi workforce, we ensure the successful realization of this project, reflecting our dedication to excellence in aircraft maintenance services while simultaneously fostering community engagement and empowerment within Saudi Arabia's skilled labor force.

 **11** Planned
5 Completed

 **3177**
Parts/Aircraft


 **418 K SAR**
Revenue/Aircraft

 **10**
Departments

 **15**
Turn Around Time (Days)

 **433**
Economy Seats

 **20**
Engineers

 **12**
Business Seats



After
Modification



JPC Customized Lean Training Program for Quality and Process Optimization

The GE technical experts embedded in the JPC conducted their first Lean training program to enhance planning, processes and eliminate redundancies related to shipping GE engines to avoid unnecessary delays.

141 Days

APU Turn Around Time at the beginning of 2023.

69 Days

The current average APU Turn Around Time.



Saudia Technic and SV Transformational Minimum Equipment List (MEL) Journey Per Aircraft

Saudia Technic and SV undertook a transformative journey two years ago to tackle the challenge of an average MEL of 1.4 per aircraft. This challenge dominated discussions in senior management meetings, leading to heightened frustration. Saudia Technic and SV leaders demonstrated a deep understanding of the need to prioritize critical aspects and maintain focus.

They undertook a deliberate and meticulous approach, examining processes, systems, tools, resources, training, skills, and leadership. After months of careful execution, their efforts yielded remarkable results, reducing the MEL to an impressive 0.64 per aircraft.



Dashboards to Enhance Visibility, and Data-Driven Decisions, and Gain a Single Source of Truth



Strategic corporate dashboard linking Saudia Technic KPIs to the holding.



Introduced the aircraft heavy maintenance dashboard.



Operational dashboard.



Saudia Technic IT activated the safety and quality dashboard for proactive safety management.



Introducing a centralized Shop dashboard to enhance efficiency.



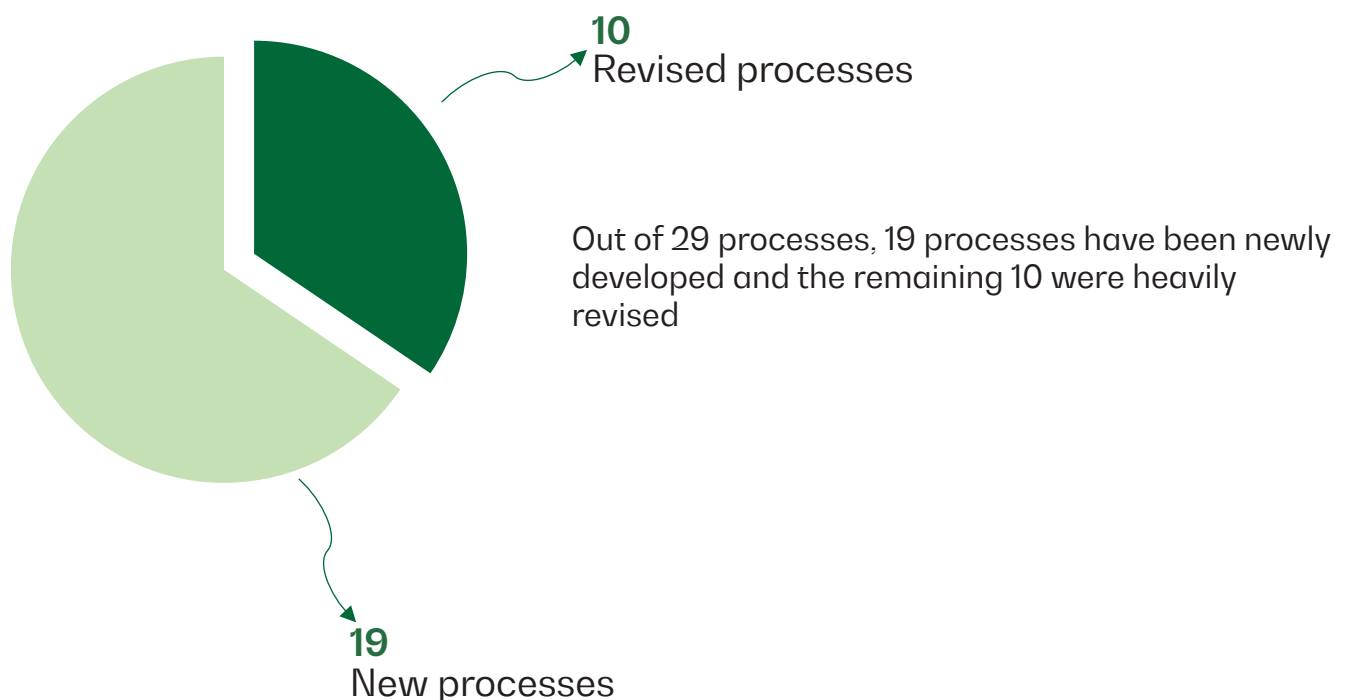
Saudia Technic successfully launched Ground Service Equipment (GSE) dashboard.



Saudia Technic Successfully Executed Impactful Initiatives by Generating and Enhancing Corporate Process Manual (CPM) Processes for Aircraft Maintenance Tooling, Line Planning and Base Planning

Examples of few generated processes:

- Aircraft status and progress monitoring
- Ground time planning for Aircraft Heavy Maintenance (AHM)
- Work package handling
- Aircraft logbook audit and handling
- Alteration, fabrication, and repair process
- Internal and external tools inventory
- Tool movement
- Damaged-lost-scrapped tools
- Upgrading tooling capability for new fleet



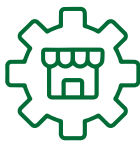


Shop Capability Enhancement and Renovation Program

- Capability localization
- Increase production capacity
- Improve quality and reliability



5 Major Renovation Projects



Shop Setup



OEM Training and Certification



Commissioning

Inauguration of the Batteries Shop with installation commissioning and training in the Automated Batteries Management System (ABMS).

Galley Inserts Collins (GAINS) completed the testing, commissioning and training of the double oven test bench. This included renovation of the Crew Seat Shop.

Upgrading Paint and Placard Shop with state-of-the-art printers to enhance the production quality.



Saudia Technic's Commitment to Continuous Improvement in Contract Procedures is Driven by the Goal of Achieving Seamless Processes, Enhancing Efficiency, and Reducing the Contracting Lifecycle



Contract Enhancement



Raising awareness through regular training sessions on contracting procedures.



Standardizing templates and optimizing the approval process to streamline the contracting lifecycle.



Implementing a near-expiry alert system for proactive contract renewal planning.



Embracing environmental responsibility by adopting an environmentally conscious template for Requests for Proposals (RFPs).



Initiating proactive projects based on the 2024 forecast to ensure timely delivery and meet expected timelines.



Publishing the customer satisfaction survey, and the Net Promoter Score (NPS) concept to maintain the proper customer satisfaction level.

Saudia Technic Market Presence

By leveraging media relations, online activity and industry events, Saudia Technic has strengthened and heightened visibility.

IDEX 2023 (International Defense Exhibition)



Dubai MRO

HH Sheikh Ahmed Bin Saeed Al Maktoum





Dubai Airshow



Saudia Technic and Bahri Logistics held a workshop on “Resilience in the Saudi Aviation Supply Chain” at the Dubai Air Show



Saudia Technic and Bahri Logistics collaborated to host a workshop during the Dubai Air Show, focusing on “Resilience in the Saudi Aviation Supply Chain.” The primary objective of this workshop was to encourage adaptability and innovation. This partnership aligns well with Saudia Technic’s MRO++ philosophy and the ambitious goals outlined in Saudi Vision 2030.

As a result, it opens the door for future collaborations and advancements in the field. This accomplishment showcases the dedication of Saudia Technic and Bahri Logistics to driving progress and development in the aviation sector, ultimately benefiting the Saudi Arabian economy and the realization of Saudi Vision 2030’s goals.

Events

Saudi Founding Day 2023



Flag Day 2023



Saudi National Day 93







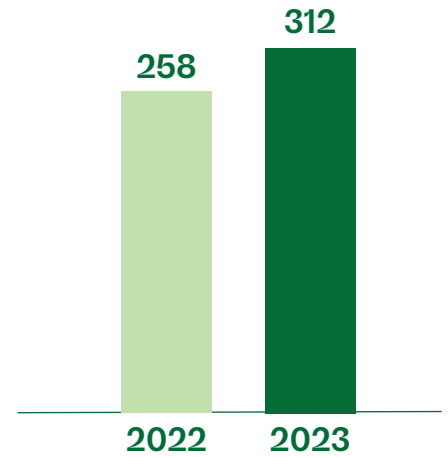


Strategic Key Performance Indicators

Strategic Key Performance Indicators

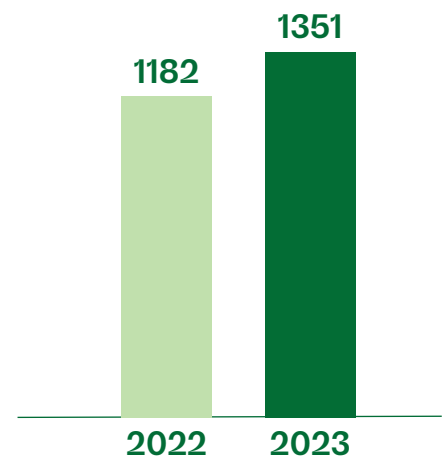
Safety Concern Reporting

Safety reporting has increased by 20% due to Saudia Technic's continuous focus on engaging employees in enhancing the work environment's safety. This was achieved through multiple initiatives, simplifying the safety reporting process, and encouraging employees to report any safety concerns.



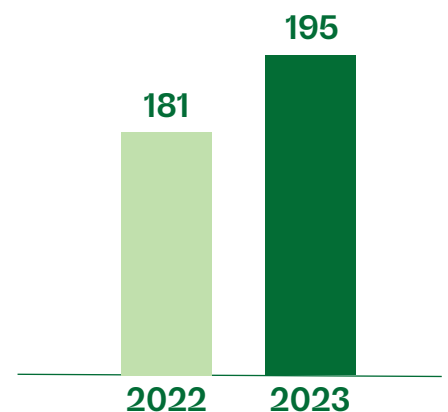
Non-Technical Training and Development Courses

Saudia Technic prioritized the training and development of all employees, offering world-class education through renowned institutions and specialized workshops to enhance their knowledge and skills. This commitment yielded a significant 14% improvement in non-technical training, providing a total of 1,351 training seats.



Performed Safety Audit Vs Planned

Saudia Technic has increased the number of performed safety audits by 8%, reflecting a proactive approach safety to management and a commitment to regularly assessing and improving safety practices.

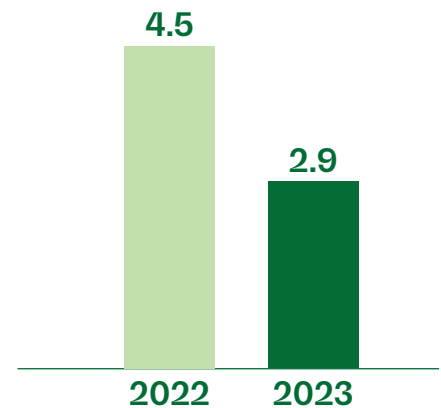


Data Source: Safety Department and Q-Pulse System and Performance and Talent Management Department.

C-Checks Overrun (Average Days/Event)

C-checks Overrun was reduced by 1.6 days/event on average, resulting in 730 hours of increased aircraft availability. This improvement is due to:

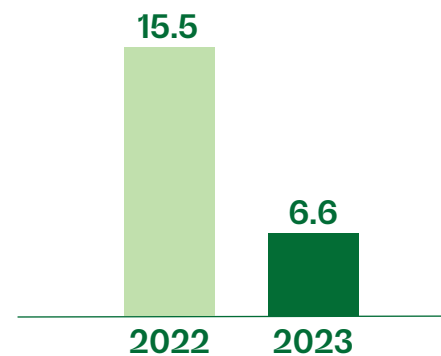
- Task evaluation improvement.
- Enhanced package securing.
- Treating each check as a separate project.
- Aligned customers consistently providing packages on time as agreed in JPM and TSA.



A-Checks Overrun (Average Hours/Event)

A-checks Overrun was reduced by 8.9 hours/event on average, resulting in 2,707 hours of increased aircraft availability. This improvement is due to:

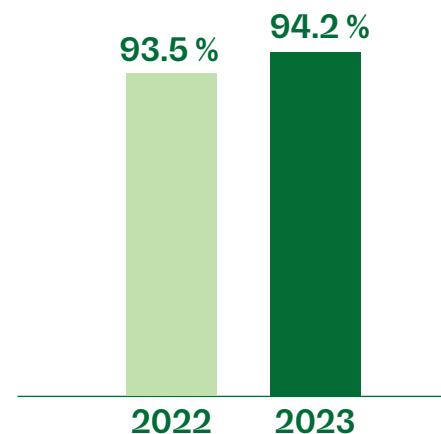
- Coordinating with ground services for maintenance support.
- Increasing A-check capacity in JED and RUH.
- Reviewing maintenance program with SV.
- Involving the progress team in JED and RUH to provide mechanics with tools and materials.



Material Availability

Material availability has increased to meet the target of 94%. This improvement is due to:

- Implementation of initiatives to increase spare levels.
- Completion of the Data Cleansing project for all material orders.
- Ensuring readiness for the Hajj and summer seasons by maintaining stock to cover the next 6 months.

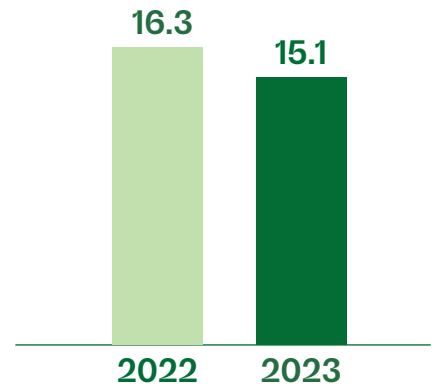


Data Source: AMOS (APN 432) and AMOS – Material Availability Dashboard.

Strategic Key Performance Indicators

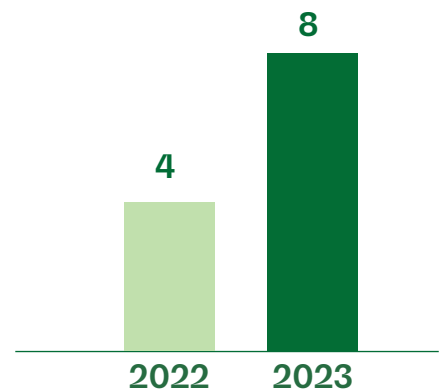
Shop Component Turn-Around Time

The TAT for shop components has significantly decreased due to in-house improvements in capability and capacity. Further reductions are anticipated through ongoing initiatives, which encompass organizational restructuring, optimized resource utilization, a comprehensive Shops Capability Enhancement and Renovation Program (featuring the implementation of the Automated Batteries Management System (ABMS) and adoption of the Collins Galley Inserts (GAINS) program), collaborative efforts with Lufthansa Technik and Airbus Industries for process assessments, and strategic joint ventures with leading OEMs.



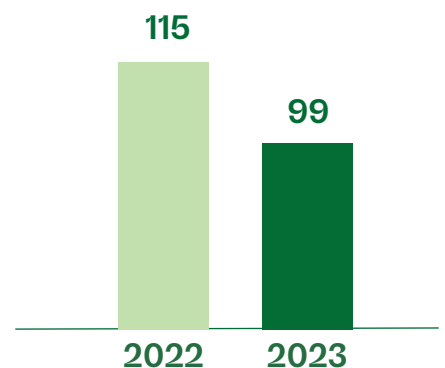
Engine (CFM56) Inducted

An increase in the induction of engines by 50% compared to 2022.



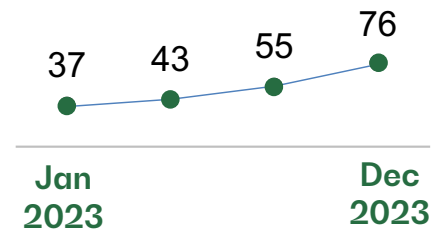
Engine (CFM56) Turn-Around Time

The engine (CFM56) TAT has improved by 14% through the implementation of various initiatives, including the JPC customized Lean training program for quality and process optimization.



Exhaust Gas Temperature (EGT) Margin (Degrees Celsius)

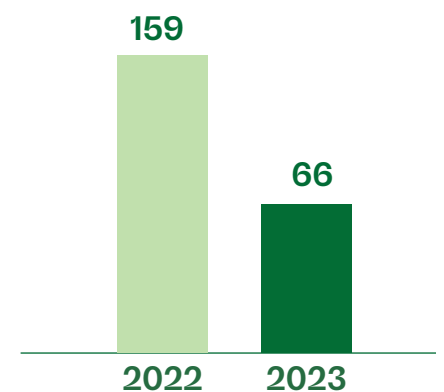
The EGT Margin serves as a crucial indicator, with a higher margin translating to increased on-wing time. The EGT margin has seen a remarkable improvement of 105% compared to Jan 2023.



777 APU Turn-Around Time (TAT) (Production Days)

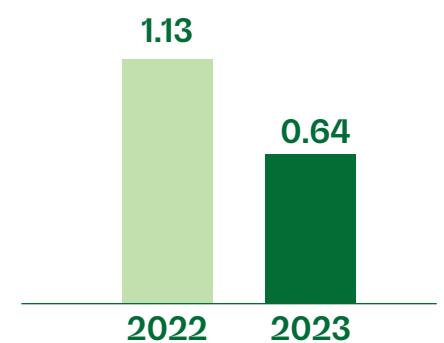
The APU TAT has decreased by 59% compared to 2022. This reduction is attributed to:

- JPC customized Lean training program for quality and process optimization.
- Initiatives by the APU Task Force to synchronize in-house disassembly and assembly processes with global standards.



Average Open Minimum Equipment List (MEL) Rate per Aircraft

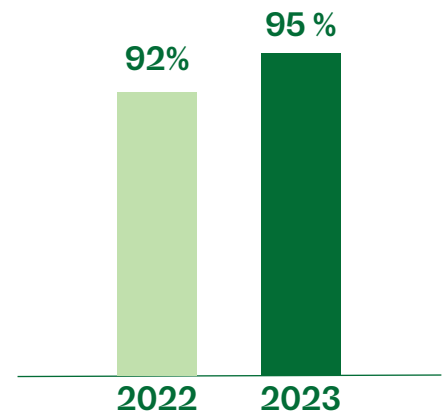
A 42% reduction in the MEL Rate per Aircraft is attributed to strategic initiatives between Saudia Technic and SV. This reduction is a result of the meticulous identification of critical, non-critical, and subsequent MELs, demonstrating clear understanding of processes, systems, and tools, along with efficient resource allocation.



% Connectivity

Connectivity has increased by 2.5% since 2022 due to the following factors:

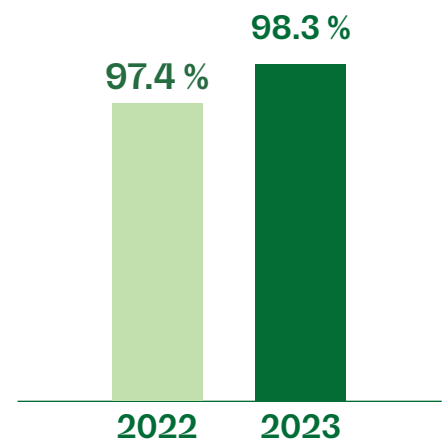
- Increase in shop production capacity.
- Implementation of vendor modifications to enhance reliability.



% Coffee Maker Availability

Coffee maker availability has improved in comparison to 2022, attributed to the following factors:

- Replacement of obsolete parts through system-updates.
- Adoption of 787-9/10 galley insert interchangeability.
- Augmentation of shop production capacity.
- Implementation of vendor modifications for enhanced reliability.
- Daily planning to promptly rectify defective coffee makers.







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