

# CASE STUDY

## Elite Line Services



Elite Line Services (ELS), a subsidiary of Daifuku Webb Holding Company, provides operations and maintenance support for baggage handling systems, passenger boarding bridges, vehicles and ground support equipment.

Established in 1994, the Texas-based airport equipment operations and maintenance company serves more than 60 airports.

### ELS® STANDS OUT WITH PERSONALIZED TROUBLESHOOTING TRAINING

How Elite Line Services introduced a blended learning training program to tackle electrical problems and stand out from its competitors in the airport equipment maintenance sector.

#### Business Overview

Serving the busiest international hubs as well as smaller regional airports and boasting a client list that includes major airlines, airport consortiums and airport authorities, the ELS team of 800 works to keep its customers operating at peak performance day and night. To make this happen, ELS' skilled maintenance teams provide predictive maintenance and troubleshooting to help avoid costly airport interruptions. In 2010, ELS trainers determined there was a need to expand their electrical troubleshooting training. They looked to add to the theory provided by the United States Navy Electricity & Electronics Training Series (NEETs) and find a way to safely improve the skills of their staff as well as test job applicants. Looking to adopt an e-learning program, ELS turned to Simutech Multimedia for its **Core Troubleshooting Skills Series** to teach and reinforce the troubleshooting skills required to work with electrical circuits, control circuits and motor circuits.

#### Objective and Solution

ELS wanted to update and expand its teaching resources to address the electrical problems that emerge in about 10% of all airport equipment troubleshooting operations. The trainers looked for a formal method to pinpoint bad

habits, certify electrical training and test the claims made in applicant resumes.

**“WORKPLACE SAFETY is so closely tied to electrical training. We knew that we had to improve our staff’s understanding of electrical theory as well as their knowledge of multimeters and other test equipment.”**

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Mick Tether, ELS Director of Training Development

Creating a blended learning resource for its maintenance staff, ELS trainers developed an intensive 12-hour course anchored on one-on-one, student and instructor training. Regardless of personal experience, all staff must start with the **Troubleshooting Electrical Circuits** program.

Acknowledging that airport conveyors, boarding bridges and general predictive maintenance programs all require electrical troubleshooting, ELS trainers create custom tests using the Simutech Training System to measure the progress of staff and to train trades pros who aspire to become technicians and senior technicians.

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**IN PANAMA** City, Florida, they had a bridge that kept eating fuses and the guys were having trouble figuring it out. The first guy to sit in the class with me looked at the simulation, saw that the grounds were blowing fuses and he said, "That's exactly what we've got!" He came in and worked overtime troubleshooting it. He tracked the problem exactly the way he was shown in the course.

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Dennis Gibson, ELS Technical Operations Manager

**"I REALIZE** the value in having our technicians go through the entire troubleshooting program: the introduction, the safety training and using the multimeter. Since I started doing that, I think it's working much better because they're not making guesses to try and solve a problem."

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Dennis Gibson, ELS Technical Operations Manager

### Results

To date, more than 100 ELS technicians and staff have received the one-on-one training available for troubleshooting electrical circuits, control circuits and motor circuits. The generic hardware in Simutech's troubleshooting simulations prepares staff to work with

all kinds of bridge manufacturers including ThyssenKrupp and Jetway Stearns Wollard & Dew and baggage handling systems manufactured by Siemens, Vanderlande, G&T, Glidepath Webb and Pteris. The comprehensive meter training and testing included in the Simutech Training System has supported ELS' predictive maintenance inspections and the company has achieved better than a 95% availability rate for all maintained equipment. These achievements have reinforced the company's position as an industry leader in contract renewals and extensions.