Overmatch Digital

AIRCRAFT MRO RESOURCE

Aircraft MRO Workflow Readiness Checklist

Thirty-two questions for evaluating the systems and workflows supporting maintenance operations

How to use this checklist

For each statement, select Established, Partial, Not Established, or Not Applicable. Use the Notes field to record follow-up questions, ownership, or improvement priorities.

PLEASE NOTE

This checklist is an operational planning resource. It is not a regulatory, quality, safety, legal, cybersecurity, or compliance audit.

Who this is for

- MRO owners and executives
- Directors of maintenance
- Operations managers
- Training coordinators
- Accountable managers
- Quality leaders
- Shop and production managers
- Technology and administrative leaders

Roles differ in authority and responsibility. This checklist is a shared planning tool, not a description of who is accountable for any requirement.

What this checklist helps you identify

- Manual processes that have become operational dependencies
- Information that is difficult to locate or trust
- Handoffs that create delays or rework
- Systems that do not communicate effectively
- Reporting gaps that limit leadership visibility
- Access and continuity issues that should be addressed
- Practical priorities for the next 90 days

Do not enter controlled, proprietary, customer-specific, or sensitive maintenance information. Use general descriptions when recording notes.

Aircraft MRO digital operations: overmatchdigital.com/industries/aircraft-mro

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SECTION 1 OF 8

Customer Intake and Work Authorization

Review how customer requirements, quotations, authorizations, and changes enter the operation.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Scope, authorization, and changes are documented and visible to the appropriate personnel.	☐	☐	☐	☐
New work moves from inquiry or quotation into the operational system without unnecessary re-entry.	☐	☐	☐	☐
Required customer, aircraft, component, and work information is complete before work begins.	☐	☐	☐	☐

SECTION REFLECTION

Where does customer or work information most often require clarification or re-entry?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 2 OF 8

Work Orders and Work in Progress

Review how work is assigned, updated, monitored, and escalated.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Active work has a clearly defined status and owner.	☐	☐	☐	☐
Leadership can identify where work is waiting, delayed, or blocked.	☐	☐	☐	☐
Operational teams use a consistent source for work-order information.	☐	☐	☐	☐

SECTION REFLECTION

What information does leadership have to request manually to understand current work status?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 3 OF 8

Parts, Materials, and Tooling

Review whether material and tooling information supports timely operational decisions.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Material requirements can be connected to the work they support.	☐	☐	☐	☐
Parts availability and shortages are visible before they cause avoidable delays.	☐	☐	☐	☐
Manual updates across multiple spreadsheets or systems are minimized.	☐	☐	☐	☐

SECTION REFLECTION

Which material or tooling issue creates the greatest avoidable delay or uncertainty?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 4 OF 8

Inspection, Quality, and Documentation

Review how inspection steps, exceptions, corrective actions, and required records move through the operation.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Inspection and quality steps are incorporated into the operational workflow.	☐	☐	☐	☐
Required records can be located without reconstructing the history from email, paper, or multiple systems.	☐	☐	☐	☐
Exceptions, discrepancies, and corrective actions have defined ownership.	☐	☐	☐	☐

SECTION REFLECTION

Which record or approval is most difficult to locate, verify, or associate with the correct work?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 5 OF 8

Workforce Readiness

Review how qualifications, training, authorizations, and onboarding support work assignment.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Technician qualifications and training status are current and accessible.	☐	☐	☐	☐
Assignment decisions can account for required qualifications or authorizations.	☐	☐	☐	☐
Upcoming training, certification, or qualification needs are visible.	☐	☐	☐	☐

SECTION REFLECTION

How easily can the organization determine whether the appropriate qualified personnel are available for planned work?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 6 OF 8

Customer and Internal Communication

Review how operational updates reach customers, employees, and decision-makers.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Customers receive consistent status information through an established process.	☐	☐	☐	☐
Internal notifications occur when work reaches important milestones or encounters a constraint.	☐	☐	☐	☐
Important information does not depend on a single person’s inbox or memory.	☐	☐	☐	☐

SECTION REFLECTION

Which important update is most likely to be delayed, missed, or communicated inconsistently?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 7 OF 8

Operational Reporting and Visibility

Review whether current reporting supports timely decisions and operational awareness.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Leadership can see current work in progress without assembling reports manually.	☐	☐	☐	☐
Reporting reflects information from operational source systems.	☐	☐	☐	☐
Reports support decisions rather than simply recording past activity.	☐	☐	☐	☐

SECTION REFLECTION

What question about current operations is most difficult for leadership to answer?

PRIORITY ☐ Low ☐ Medium ☐ High

SECTION 8 OF 8

Security and Continuity

Review how access, recovery, and continuity are incorporated into the digital operating environment.

	ESTABLISHED	PARTIAL	NOT ESTABLISHED	NOT APPLICABLE
Access is based on role, location, or operational responsibility where appropriate.	☐	☐	☐	☐
Critical operational data is backed up and recoverable.	☐	☐	☐	☐
The organization has considered how work would continue if a critical platform became unavailable.	☐	☐	☐	☐

SECTION REFLECTION

Which platform or source of information would create the greatest operational disruption if it became unavailable?

PRIORITY ☐ Low ☐ Medium ☐ High

FINAL REVIEW

Identify Your 90-Day Priorities

The purpose of the checklist is not to digitize everything. It is to identify the areas where better workflows, connected information, or improved visibility would create the most operational value.

01 Which three workflows create the most avoidable work?

02 Which information is hardest for leadership to see?

03 Which system, spreadsheet, or manual process has become operationally critical?

04 Which handoff creates the most delay, rework, or uncertainty?

05 Which improvement could be completed within the next 90 days?

06 Which improvement requires a broader platform or integration decision?

07 Who owns the next action?

08 When will progress be reviewed?

FINAL REVIEW

Priority Action Plan

Record up to five priorities. Keep entries general and avoid client-specific detail.

PRIORITY	OPERATIONAL ISSUE	DESIRED IMPROVEMENT	OWNER	TARGET DATE	NEXT STEP

Identified a workflow that deserves closer attention?

Overmatch can help assess the process, clarify the requirements, and determine whether workflow improvement, system integration, or a digital platform is the right next step.

Tell Us What You Want to Improve overmatchdigital.com/contact

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