

CASE STUDY

# CAIRNS & MACKAY AIRPORTS



Cairns Airport is an award winning domestic and international airport owned and operated by Northern Queensland Airports (NQA). NQA owns both Cairns and Mackay airports, the latter only operating domestic flights. In 2013 the Cairns Airport was awarded 'Major Airport of the Year', both airports have also won tourism awards in recent years. Together Cairns and Mackay Airports welcome over 5.5 million passengers each year. Cairns has flights to 10 international destinations and Cairns and Mackay together offer around 25 interstate, intrastate and regional domestic services.

## What prompted you to search for a maintenance software?

It seemed to us that maintenance software was the way of the future. We wanted and needed to keep up with the times. At Cairns and Mackay Airports we were seeing a very strong need for more organised Asset and Maintenance Management. We needed a platform to consolidate all of our assets and maintenance requirements to save time and to improve organisation. For this reason we went looking for a simple way to do this.

## What benefits has your organisation seen as a result of using MEX?

Since implementing the MEX Maintenance Software it's really streamlined our Asset Management efforts. Before MEX we had equipment manuals and documents stored in a number of different locations.

This made it difficult and time consuming to track down what was where. Now with MEX everything is stored in one place and makes knowledge retention simple.

Using MEX has also improved our ability to monitor and manage our maintenance requirements. We now have a comprehensive history of work completed that allows us to create reports on exactly when something was replaced, how long it took and the exact cost incurred. Before using MEX, we didn't have this kind of information so readily available. We had to manually search and often information was missing or disjointed, making it difficult to get a comprehensive picture of our assets over long periods of time.

With MEX all that data is stored in a simple way allowing staff to easily access the information when they need to, cutting out the time-consuming task of manually locating old work orders or service dates. MEX has really simplified our Asset Management and made maintenance easy and more efficient

*MEX has streamlined everything by centralising all our information. It's improved maintenance management, staff efficiency, and visibility—no more relying on individual calendar reminders. We now have full confidence in our maintenance and equipment.*

