

**Vanderlande Industries,
USA; New York State; Buffalo International Airport**



Strategic Maintenance Ltd was appointed by Vanderlande Industries to assist with the set up the maintenance team for Buffalo International Airport as part of a new contract to maintain their new baggage system that was being installed. Our work entailed the following:

- Redefining the team structure which was focused on normal working hours and didn't cater for the extended working hours, normal to an airport environment. We optimised the team structure while still complying with the local legislation and union expectations.
- Setting up the local management procedures and escalation processes
- Assisted with the identification of potential candidates and recommended team members with the right skills.
- Developing the maintenance plan that met with the warrantee requirements.

“Malcolm Hide is a subject matter expert in Professional Maintenance operations. He was masterful in Organizational implementation and addressing the needs of the individual and the maintenance team. Under his leadership, one area of the work completed was the expertise in defining the team structure and the maintenance activities. In addition to this, the methodology used to evaluate and recruit the maintenance team members were second to none with a strong ability to recruit, hire and train all levels of the team during maintenance contract process.”

Senior Project Manager