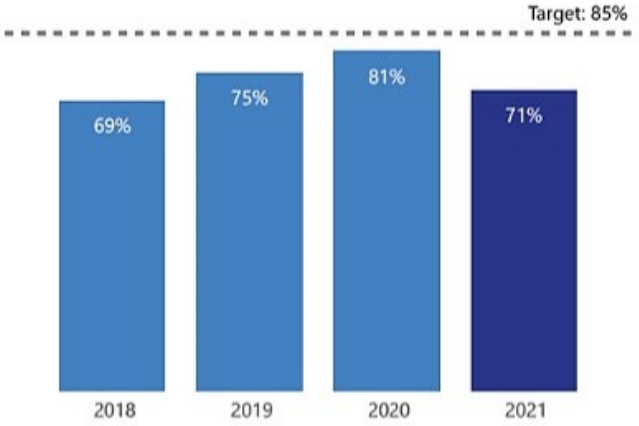
SEC Overview - Delivery E2

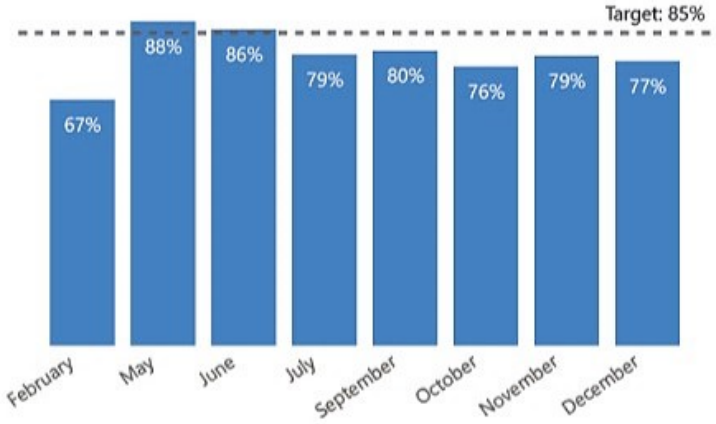
Aircraft Delivered

2019 2020

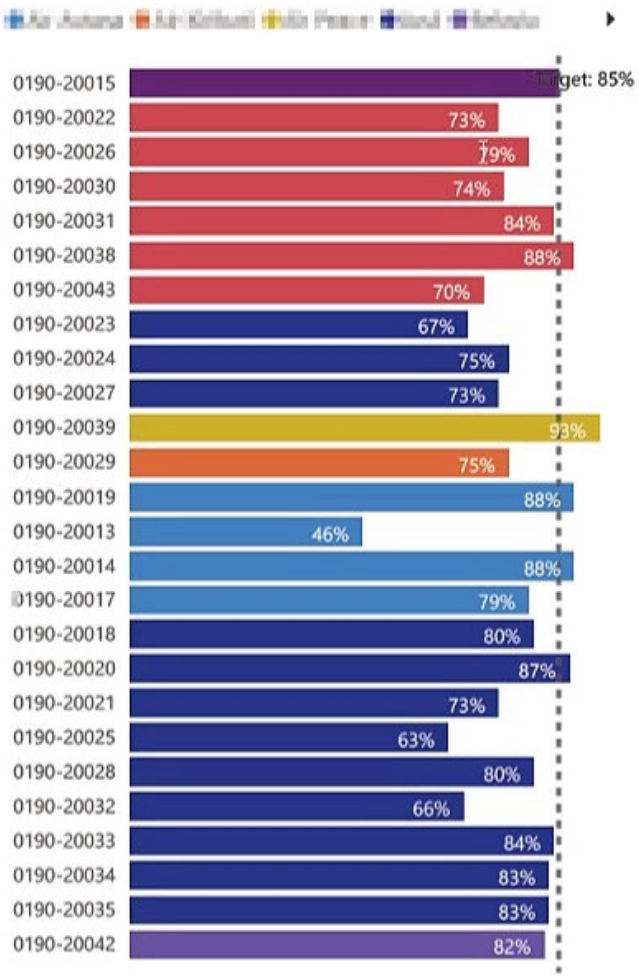
Yearly Average



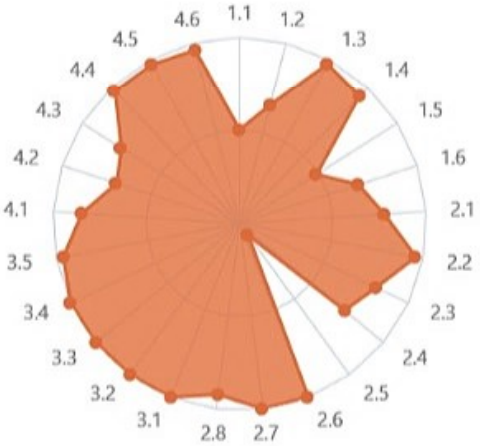
Monthly Average



Deliveries



Question Average



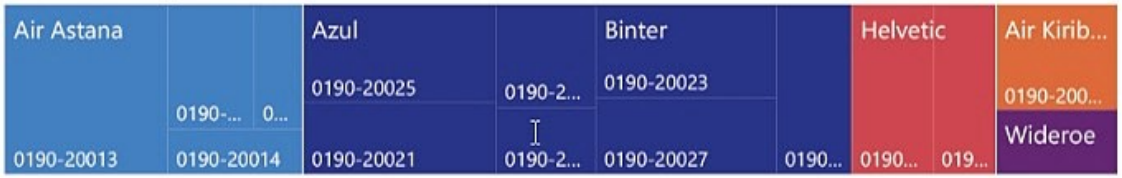
Top 3 Critical Issues	Result
[illegible]	8%
[illegible]	49%
[illegible]	50%

Overall Result: 75%

Actual Score Max Score

[redacted]

Lost Points by Customer



Year & Month: 2019

Aircraft: All

1. On Time Delivery

[redacted]

Question	Lost Points	Percentage Result
1.3 - All technical records available for the introduction meeting		
1.4 - Aircraft available for acceptance flight on the scheduled time		
1.2 - Aircraft ready and available for Inspection as per Notification		
1.6 - Departure on the agreed time		
1.1 - Aircraft Available to start inspection on the Contractual Month		
1.5 - Aircraft financial closing on the scheduled date		
Total		

2. General Quality

[redacted]

Question	Lost Points	Percentage Result
2.1 - Aircraft non-conformities during the delivery inspection		
2.2 - Technical documentation non-conformities		
2.3 - Necessity of additional flights		
2.4 - Number of Repetitive Items		
2.5 - Delivery findings not fixed and Contractual missing items		
2.6 - Issues on Financial Closing and Departure		
2.7 - Number of Concession Reports		
2.8 - FO - Foreign Object		
Total		

3. Communication

[redacted]

Question	Lost Points	Percentage Result
3.1 - Delivery Notifications issued on time		
3.2 - Relevant issues not communicated before Delivery		
3.3 - Communication of aircraft status on Introduction Meeting		
3.4 - Relevent itens not communicated during Delivery		
3.5 - Unexpected changes in the Delivery Agenda		
Total		

4. Delivery Support

[redacted]

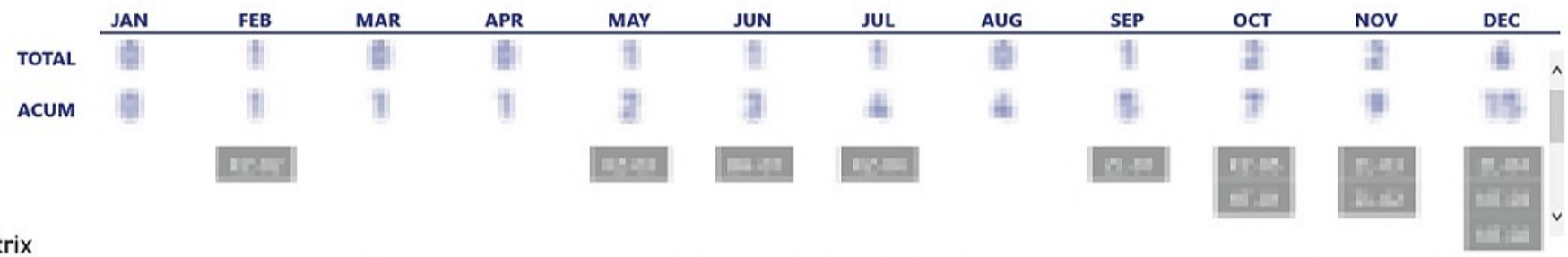
Question	Lost Points	Percentage Result
4.1 - Quality of response provided to customer itens		
4.2 - Quality of the work provided to customer open items		
4.3 - Time to close the item by Embraer		
4.4 - Contractual Office accommodations and equipment		
4.5 - Hangar infrastructure / equipment		
4.6 - Transportation available on time		
Total		

Year

2019

Month

All



SEC Questions Score Matrix

Topic	0190-20013	0190-20014	0190-20015	0190-20017	0190-20018	0190-20019	0190-20020	0190-20021	0190-20022	0190-20023	0
1. On Time Delivery											
1.1 - Aircraft Available to start inspection on the Contractual Month											
1.2 - Aircraft ready and available for Inspection as per Notification											
1.3 - All technical records available for the introduction meeting											
1.4 - Aircraft available for acceptance flight on the scheduled time											
1.5 - Aircraft financial closing on the scheduled date											
1.6 - Departure on the agreed time											
2. General Quality											
2.1 - Aircraft non-conformities during the delivery inspection											
2.2 - Technical documentation non-conformities											
2.3 - Necessity of additional flights											
2.4 - Number of Repetitive Items											
2.5 - Delivery findings not fixed and Contractual missing items											
2.6 - Issues on Financial Closing and Departure											
2.7 - Number of Concession Reports											
2.8 - FO - Foreign Object											
3. Communication											
3.1 - Delivery Notifications issued on time											
3.2 - Relevant issues not communicated before Delivery											
3.3 - Communication of aircraft status on Introduction Meeting											
3.4 - Relevent itens not communicated during Delivery											
3.5 - Unexpected changes in the Delivery Agenda											
4. Delivery Support											
4.1 - Quality of response provided to customer itens											
Total											

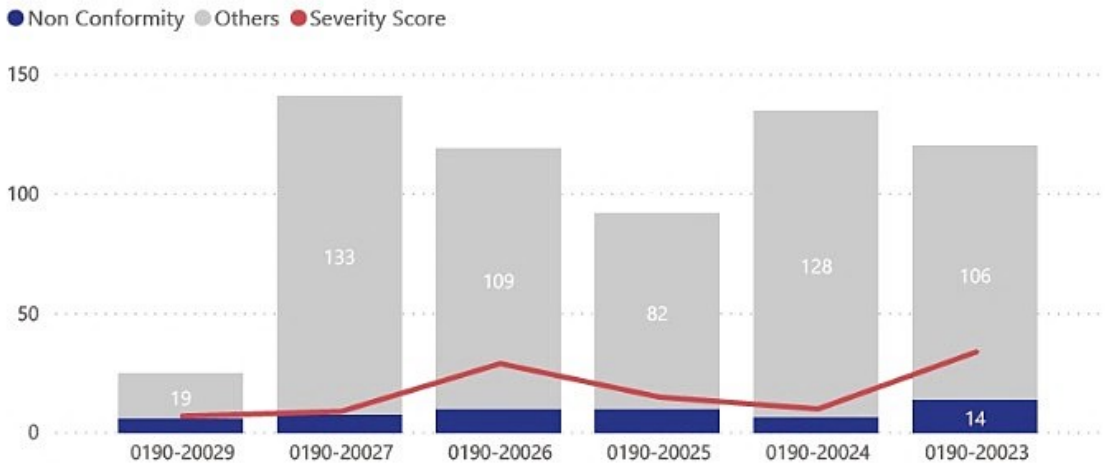
Year

2019

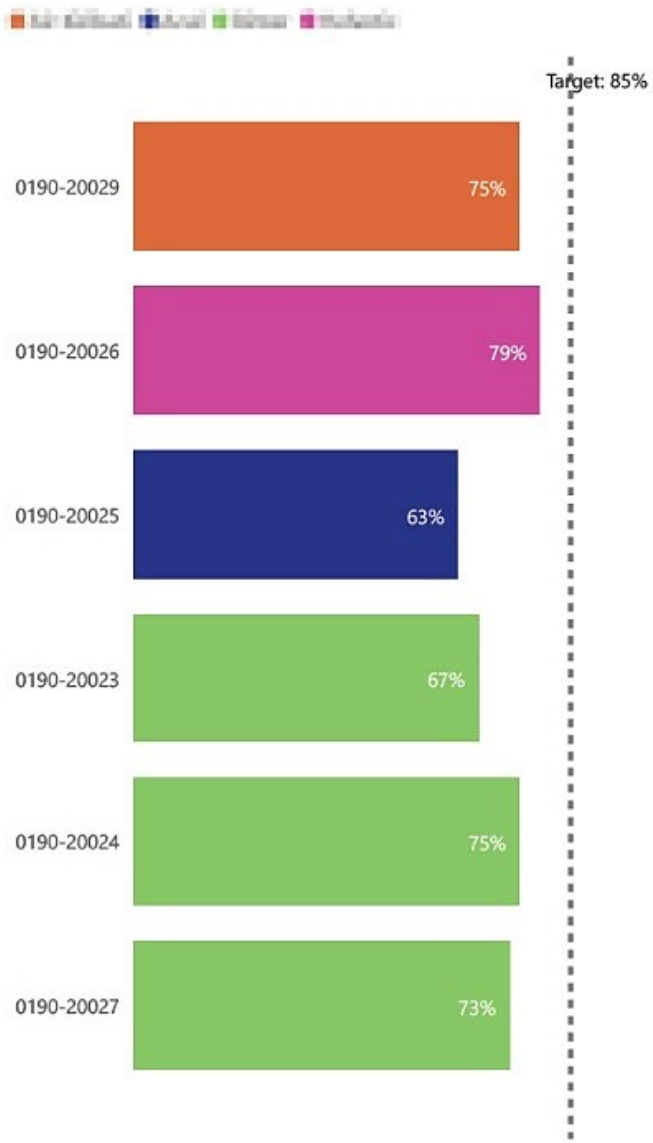
Month

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

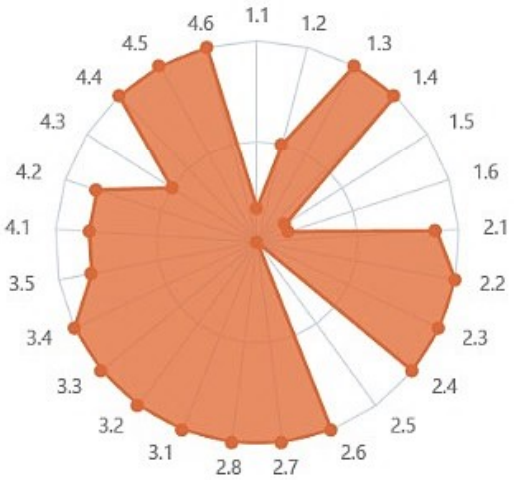
CIL Itens Classification



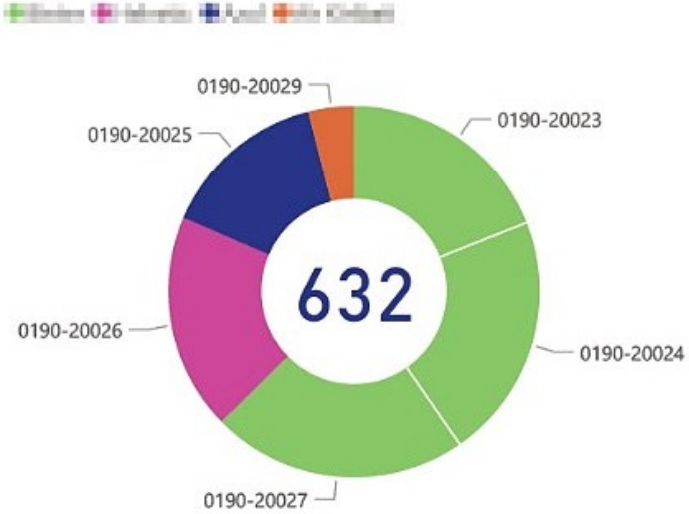
Customer Aircraft



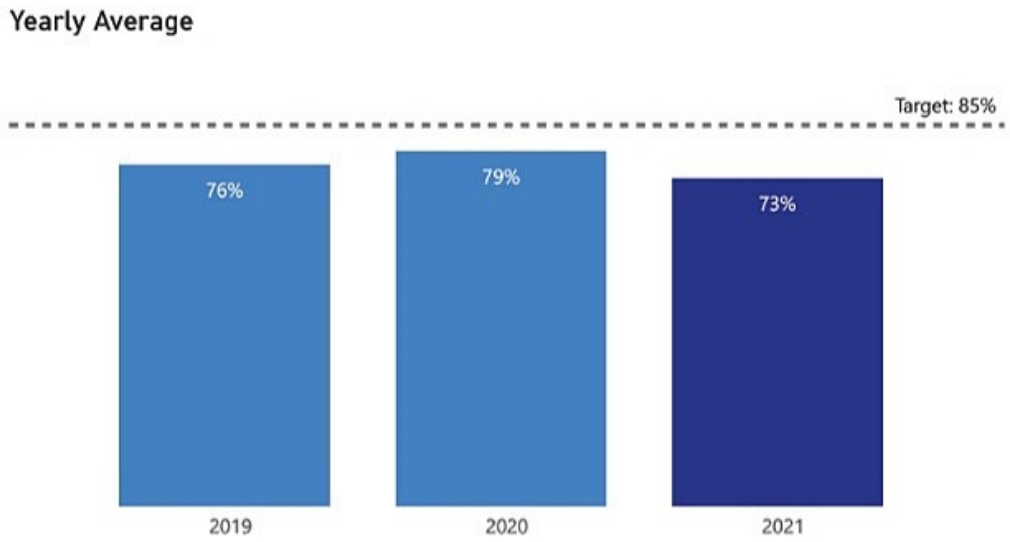
Question Average

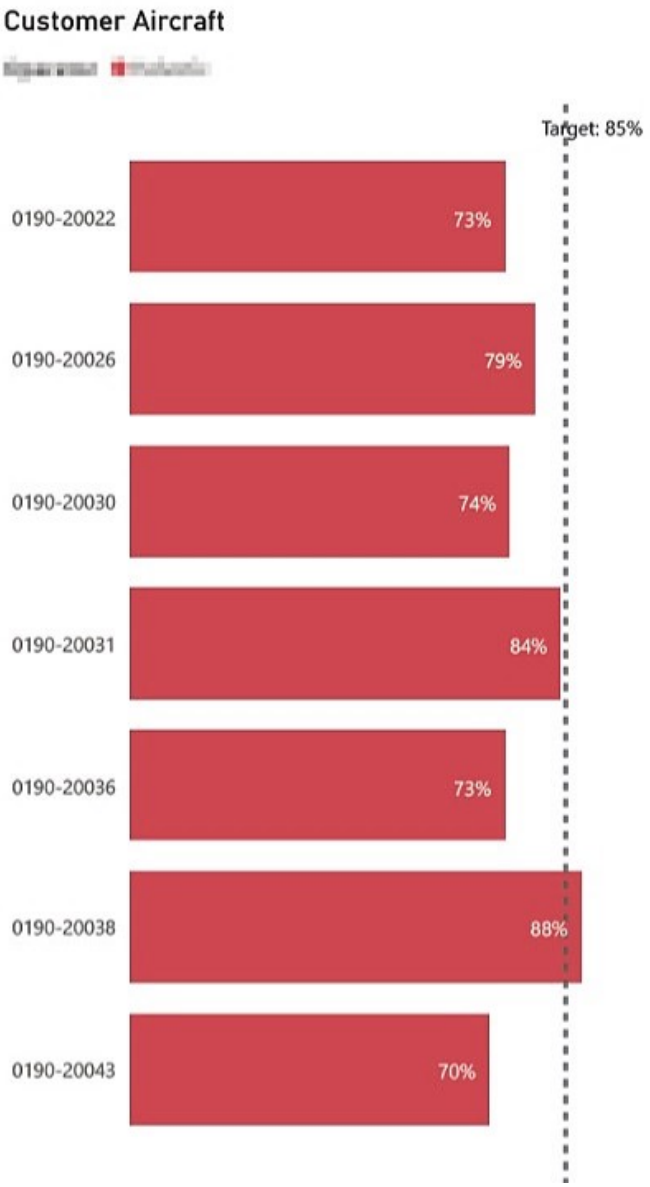


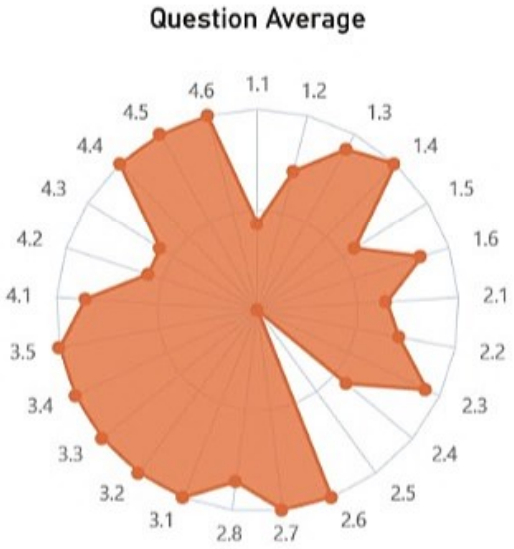
CIL Itens by Customer

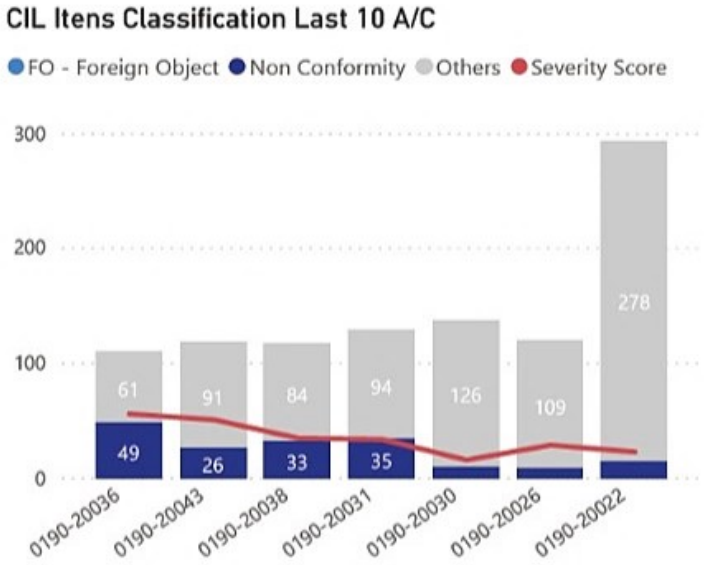


Operator


Yearly Average
Target: 85%
76%
79%
73%
2019
2020
2021


Customer Aircraft
Target: 85%
0190-20022
73%
0190-20026
79%
0190-20030
74%
0190-20031
84%
0190-20036
73%
0190-20038
88%
0190-20043
70%


Question Average
1.1
1.2
1.3
1.4
1.5
1.6
2.1
2.2
2.3
2.4
2.5
2.6
2.7
2.8
3.1
3.2
3.3
3.4
3.5
4.1
4.2
4.3
4.4
4.5
4.6


CIL Itens Classification Last 10 A/C
FO - Foreign Object
Non Conformity
Others
Severity Score
300
200
100
0
61
91
84
94
126
109
278
49
26
33
35
0190-20036
0190-20043
0190-20038
0190-20031
0190-20030
0190-20026
0190-20022

2021 DELIVERY FORECAST

Quarter: Multiple sel...

Customer: All


Aircraft E1 [redacted] E2 15


Delivered E1 [redacted] E2 3

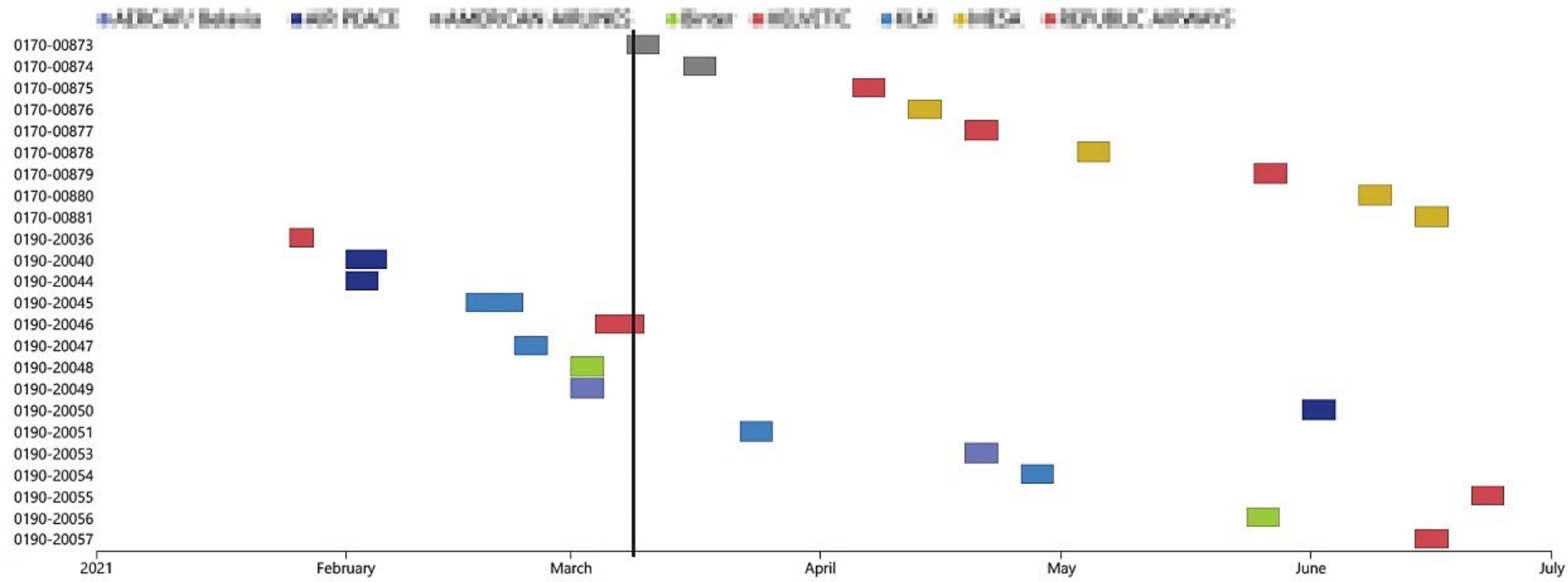

To go E1 [redacted] E2 12

Project	PIPO Ref	Operator	Owner	Production Start	Final Assembly	Final Inspection	1st Flight	AFA	5 Month Notice	45 Day Notice	Final Notice	Starting Dat
0170-00873	MA-100	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0170-00874	MA-101	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0170-00875	MA-102	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0170-00876	UM-17	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0170-00877	MA-103	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0170-00878	UM-18	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0170-00879	MA-104	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0170-00880	UM-19	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0170-00881	UM-20	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0190-20036	HT-07	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0190-20040	PE-02	[redacted]	[redacted]						[redacted]	[redacted]	[redacted]	[redacted]
0190-20044	PE-03	[redacted]	[redacted]						[redacted]	[redacted]	[redacted]	[redacted]
0190-20045	KF-01	[redacted]	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0190-20046	HT-08	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0190-20047	KF-02	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0190-20048	NT-04	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0190-20049	BI-02	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
0190-20050	PE-04	[redacted]	[redacted]	24 Mar 21	30 Apr 21	20 May 21	20 May 21	24 May 21	21 Dec 20	15 Apr 21	24 May 21	31 May 21

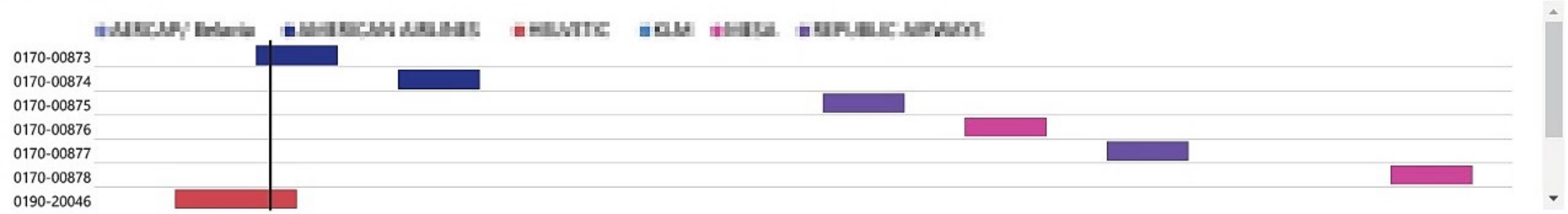
Done | This Week | Planned | TBD | No Info

- Aprovação da DCA das válvulas do steep approach (será provisão apenas?) - Approved!
- Engine installed from [redacted] #20034 - Carbon replaced. - Approved!

2021 Delivery Schedule



Next 2 Months



Torre de Controle FUP

Avião

Multiple selections

Lista de Tarefas Pendentes

Today **February 2021** Month List

February 16, 2021		**Tuesday**
12:00am	0190-20045	
12:00am	0190-20046	
12:00am	0190-20048	
February 17, 2021		**Wednesday**
12:00am	0190-20046	
12:00am	0190-20046	
12:00am	0190-20047	
12:00am	0190-20048	
12:00am	0190-20048	
February 18, 2021		**Thursday**
12:00am	0190-20047	
February 23, 2021		**Tuesday**
12:00am	0190-20046	

Evento

Itens Abertos
14

0 Pendente resposta Comercial

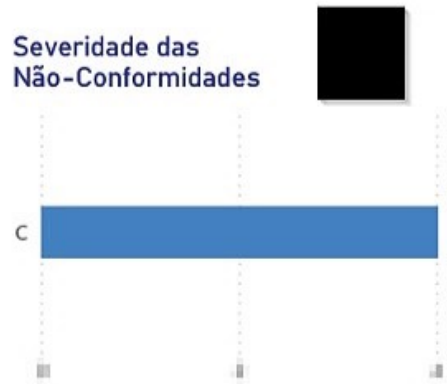
8 Aguardando conclusão de nota CD/OM

6 Pendente resposta de outras áreas

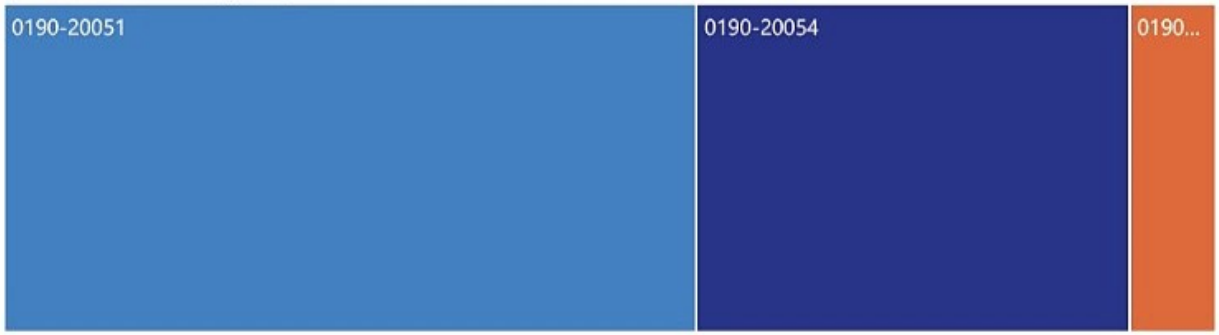
Itens com notas abertas

Aircraft	Item Nº	Doc	Doc Nº
0190-20051	16	ENS	6675
0190-20051	23	CD	202380013
0190-20051	24	CD	202380016
0190-20051	25	CD	202379499
0190-20051	28	CD	202379499
0190-20051	37	OM	84016796
0190-20054	1	CD	202378490
0190-20055	1	CD	202380581

Severidade das Não-Conformidades

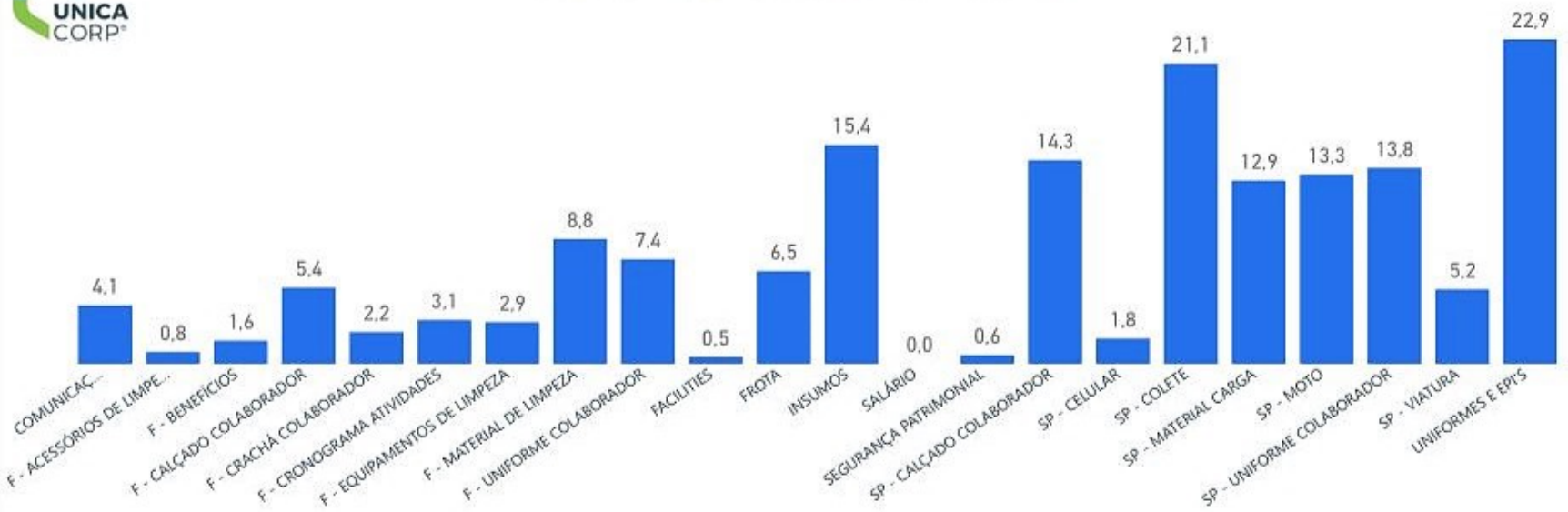


Count of Item Nº by Projeto



UNICA CORP

Tempo médio gasto por chamado (horas)

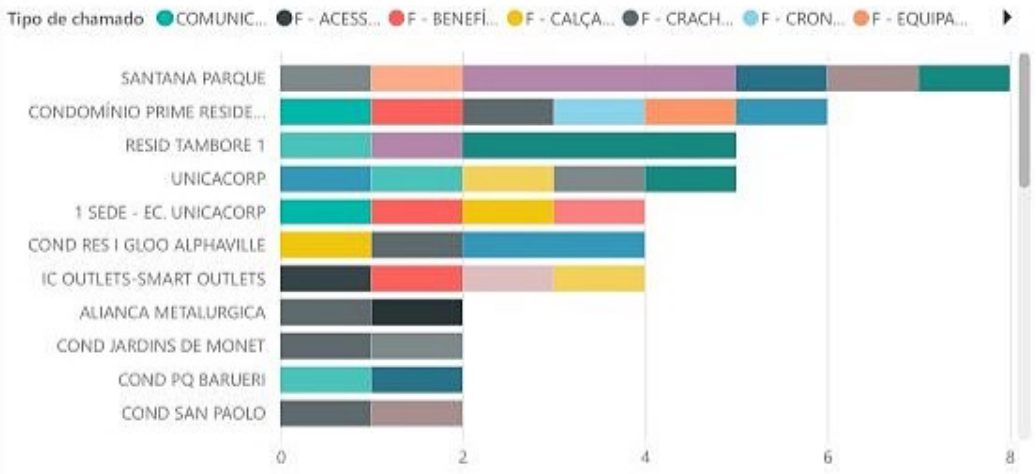


455
Total de horas

7
Tempo médio geral (horas)

65
Total de chamados

Ranking dos chamados por motivos e contrato



SANTANA PARQUE
Cliente com mais chamados

8
Quantidade de chamados do cliente

Percentual crítico



02/02/2021 16/03/2021

Performancelab