

SWISSPORT CASE STUDY

JFQC delivers remarkable performance improvements for their operation allowing them to expand.

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It's less of free for all. We've developed more structure - improving continuity, accuracy and credibility of our inspection and record keeping process.

Mike Motschman
General Manager NE Cargo

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OBJECTIVES

Swissport operates a complex fuel storage and hydrant system that serves a large cargo aircraft parking apron. A converted military fuel storage facility that will be growing in capacity to meet the increasing daily demand for fuel, the team needed a more modern approach to managing fuel quality control and ramp safety, daily inspections and training to support their operation and expansion requirements

SOLUTIONS

Before Jet Fuel QC[®], accessing historical records was both time-consuming and a challenge. The team might know something had been done, but finding specific records meant digging through numerous binders and paper files. Since going live with Jet Fuel QC[®], Swissport has had multiple occasions where they needed historical records, including four separate requests for documentation dating back to 2022, and they were able to retrieve everything quickly and confidently. Auditors now see clearly labeled, organized records instead of stacks of binders, and the supervisor called long-term e storage “a major win”. Swissport now references old inspection records in seconds, and when auditors ask for proof, they can tie photos, documentation, and inspections together all in one system, as well as use discrepancy logs to drive focused conversations about issues, and track information that feeds directly into maintenance work and resource planning

BENEFITS

Training Tool

Jet Fuel QC[®] creates clearer ownership of daily inspections and tasks, reduces ad hoc processes and reliance on memory, supports more detailed and structured inspections with better discrepancy tracking, and improves collaboration across shifts and with outside vendors.

Compliance and Audit Confidence

Jet Fuel QC[®] delivers fast access to historical records for audits and investigations, presents auditors with neatly organized and clearly labeled documentation, and strengthens confidence in long-term record retention.

Operational Impact

Users described Jet Fuel QC[®] as easy to use for day-to-day workflows, noting that it helps inspection teams feel more professional and prepared while integrating QC, ramp safety, and documentation in a more seamless manner.



AT A GLANCE

Challenges

- Inspection compliance was hard to track; what had been done, by whom, and when difficult to find records quickly when questions came up paper processes felt disorganized and unprofessional in front of auditors and stakeholders.
- Newer team members expected digital tools instead of retrieving past inspection records combing through binders

Benefits

- More recordkeeping and compliance structure and infrastructure.
- Stronger inspections and discrepancy management, audit readiness, and record retrieval.