

# Know, Predict, Control: A Case Study in Services Management

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**Rolls-Royce**

# Outline

- Background - Rolls-Royce Services
- The theory and practice of services management
- RAMS-centric forecasting
- Considerations in forecasting
- An example of forecasting as a decision-support tool
  
- Summary

# Rolls-Royce Global Services



## Travel

- 5.5M flights
- 12bn miles
- Take-Off / Landing every 2.5s

## Security

- 160 armed forces
- Front line commitment

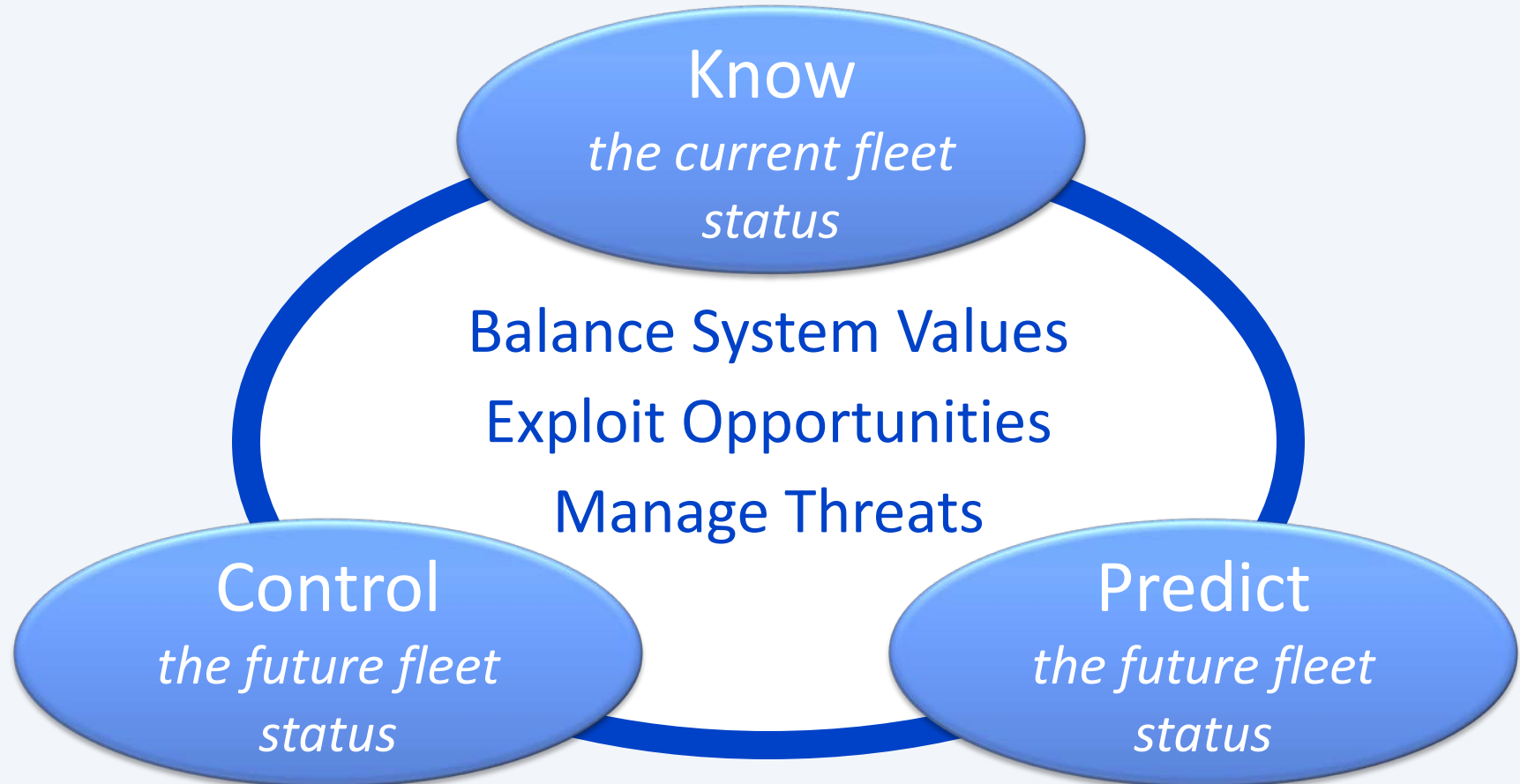
## Power

- 25 countries
- 60 major pipelines

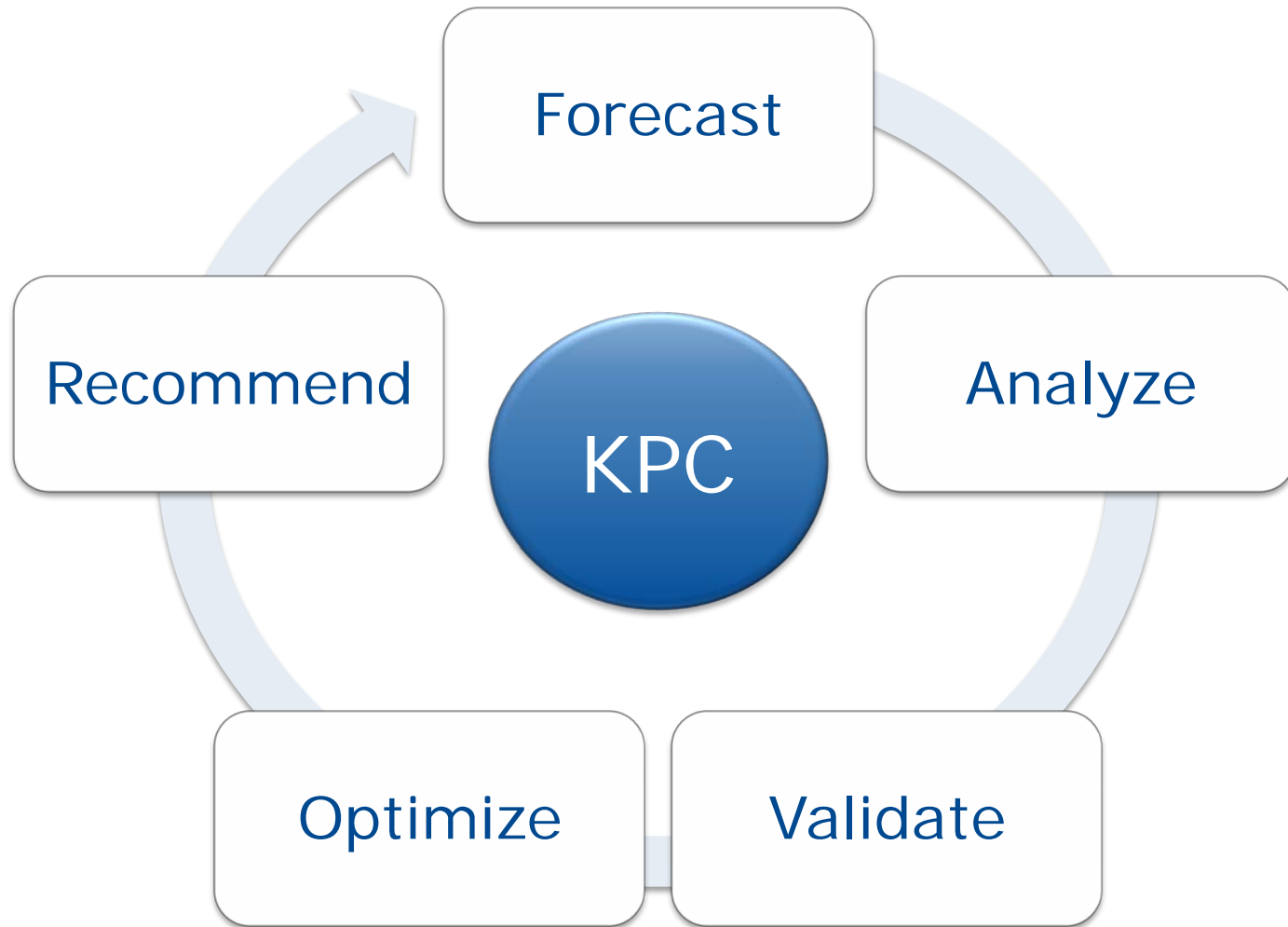
## Trade

- 30 000 vessels
- 7M cargo tonnes

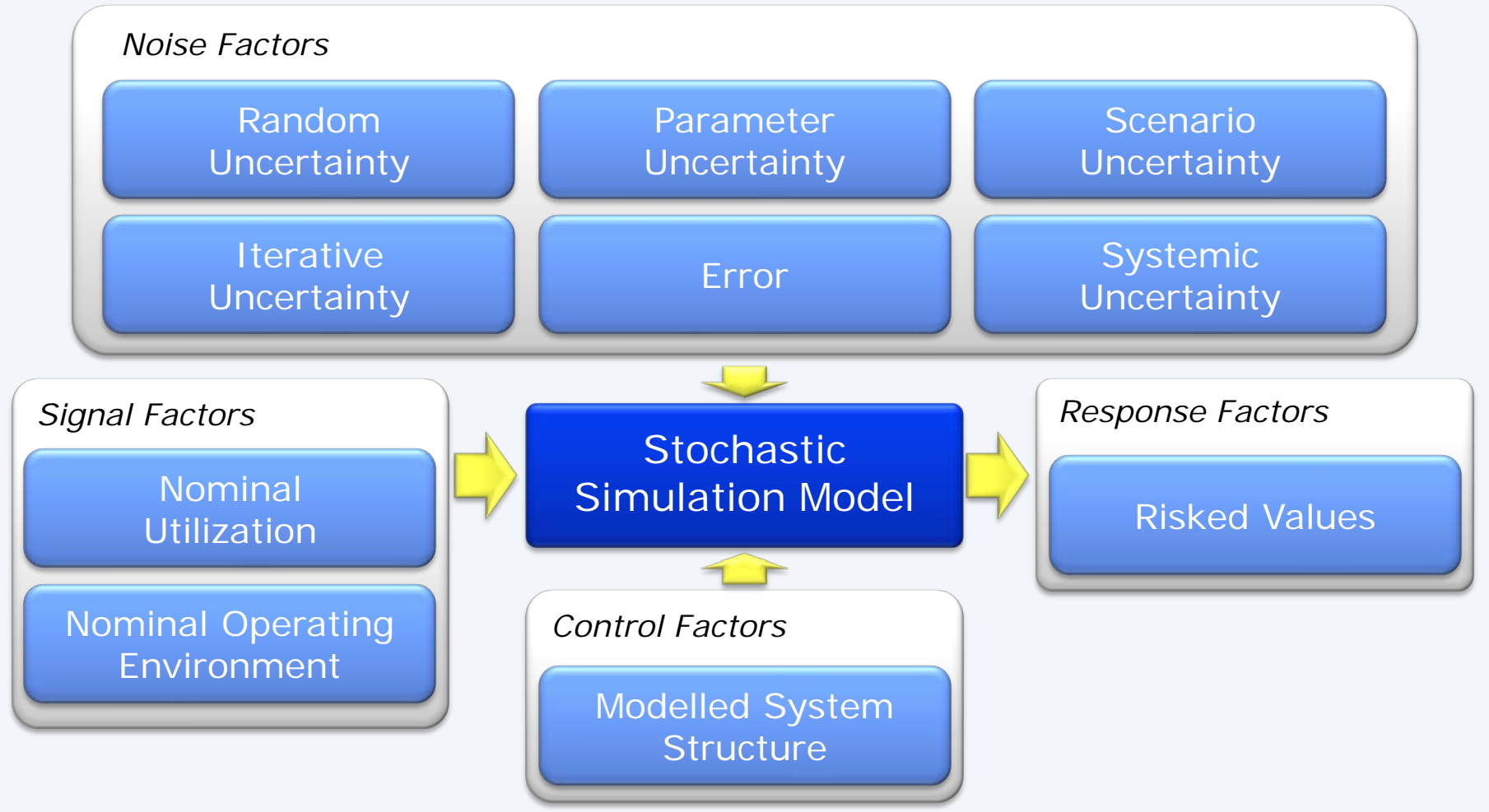
# The KPC Model - Theory and Practice



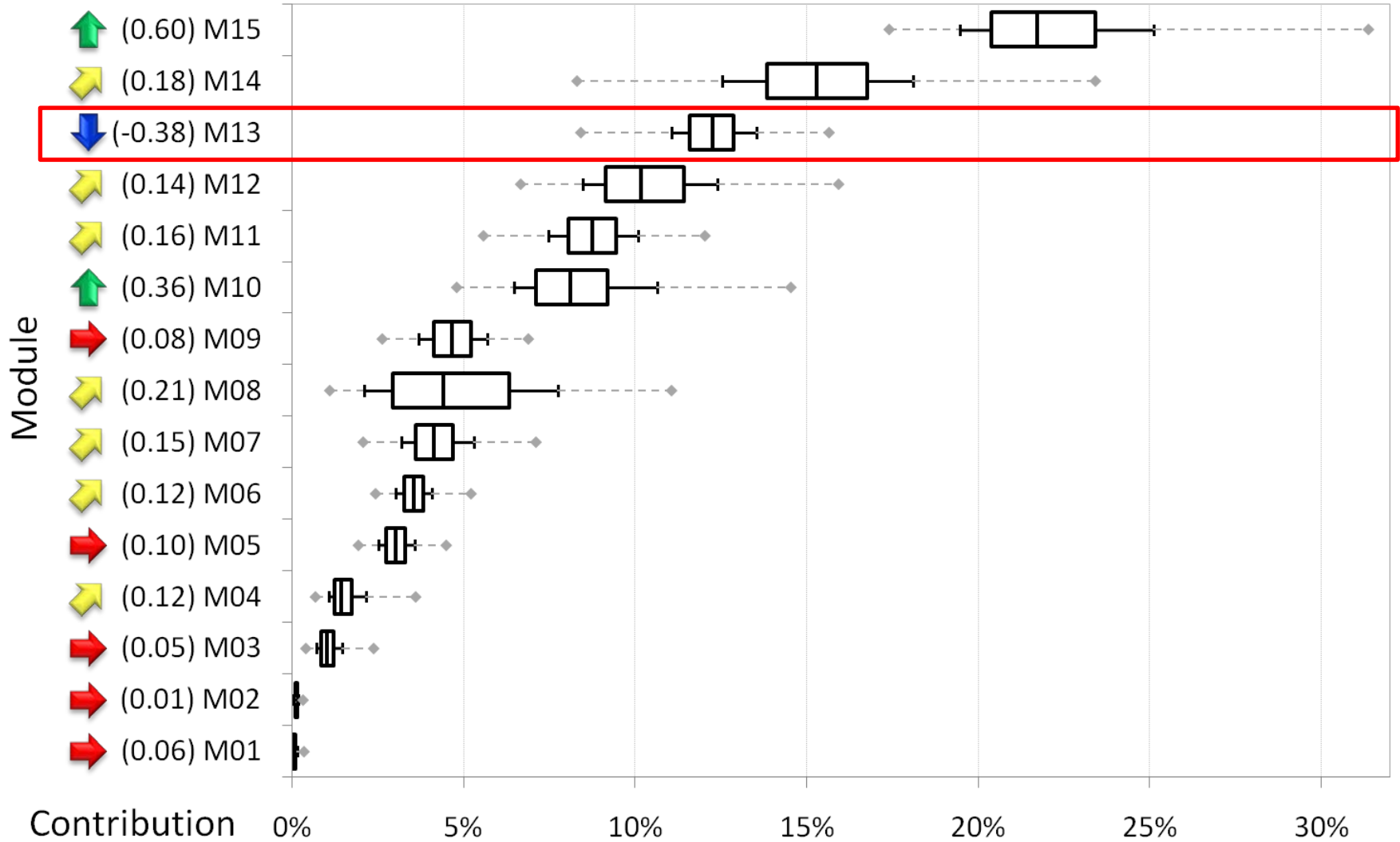
# RAMS Forecasting in Support of Planning



# Considerations in Forecasting



# Modular Contribution to Engine Removals over 25 years



# Summary & Conclusions

- Started with a customer need
- Developed through theory - Know, Predict, Control
- Realised in practice by Rolls-Royce Services
  
- Explored the role of RAMS-centric forecasting in support of the Predict principle
  
- Illustrated an example of forecasting's significance in decision-support for Services Management