

# opsEnvironmental™ Helps American Airlines Keep the Skies Blue



**Aerospace** and airline companies are currently challenged to reduce costs and maximize operational performance. On top of this, the introduction of more stringent air emissions regulations and reporting requirements has produced increasingly complex environmental management needs. Now more than ever, it is imperative to have cost-effective systems in place that can help demonstrate clear compliance visibility and offer increased control over environmental data. The following case study illustrates how one company, American Airlines, streamlined compliance management at one of its largest facilities by implementing opsEnvironmental, the enterprise-scale environmental data management solution from ESP.

## Complex Environmental Management

The American Airlines Tulsa facility is one of the largest American Airlines facilities, with more than 200 individual shops ranging from upholstery to painting, and over 9000 employees. The Tulsa facility is a Title V facility that is subject to multiple NESHAPs, including the aerospace, halogenated solvent cleaners, and chrome electroplating NESHAPs. In addition, the facility must also meet other Federal, State, and local emissions reporting requirements. With numerous employees responsible for compliance and no centralized data management system, compliance management was extremely labor intensive. The company therefore determined that an environmental management information system (EMIS) was needed in order to integrate data sources, improve data management, assure compliance, and provide a vehicle for tracking success of environmental initiatives.

## The opsEnvironmental Solution

After considering the available options, American Airlines selected opsEnvironmental to form the core of its environmental data management system. The software was chosen because of its powerful functionality as well as its enterprise orientation. opsEnvironmental appealed to environmental staff at the Tulsa facility because it offered tools which would help streamline and assure compliance for their facility. It also appealed to corporate environmental staff because its enterprise orientation enabled easy roll-up and corporate reporting.

## Compliance Assurance

opsEnvironmental enables staff to remotely monitor compliance parameters. Additionally, through the software's automatic e-mail feature, staff are notified if such parameters are approaching non-compliance. The automated e-mail notifications help the Tulsa facility stay compliant without having to devote excessive time and resources to oversee this process. "The opsEnvironmental e-mail tickler feature is a great proactive tool that helps our staff to keep on top of their many compliance-related tasks and also helps us to identify compliance trends before limits are approached," says Thelma Norman, Environmental Engineer at American Airlines' Tulsa facility. "This helps us assure compliance with all our environmental requirements."

*"opsEnvironmental's convenient reports have enabled American Airlines staff to identify and minimize waste."*

*- Thelma Norman, American Airlines*

## Increased Efficiency

The American Airlines environmental staff face numerous other federal, state and local reporting requirements. One challenge facing the Tulsa facility was the need to break down chemical formulas into their base components and then report on properties and quantities of those base components. This task was tedious and time consuming, notes Thelma Norman. "Before we started using opsEnvironmental, we had to gather purchasing data from one database and then manually merge that data with the material safety database. Now, thanks to the software's powerful data-linking capabilities, we have automated the process, thereby, reducing manhours and creating reports with great accuracy. These convenient reports have also enabled American Airlines staff to identify and minimize waste."

*To learn more about how opsEnvironmental can help your company streamline its environmental data management, please contact ESP.*

444 Castro St., Suite 800  
Mountain View, CA 94041  
Telephone: 650-968-9000

Fax: 650-691-6984  
Web: [www.esp-net.com](http://www.esp-net.com)  
E-mail: [info@esp-net.com](mailto:info@esp-net.com)

