



Shop Floor Controller

The Role

The Shop Floor Controller (SFC) is responsible for daily planning and operation continuity of a functional area within MRO (Power Generating; Avionics; Hydraulics/Pneumatics). The SFC translates work requested by customers into a Work-Order and seeks to allocate human resources, materials and tooling/equipment in a way that ensures that it can be picked up and delivered on time. The SFC also coordinates with Customer Support to ensure accurate and effective communication towards the customer about the economical/technical condition of the WO, as well as the estimated redelivery date. The SFC is an active member of the continuous improvement community and predominantly focused on better utilization of the 4M (Man, Machine, Material and Methods). The SFC acts as deputy for the Team leader MRO.

Key Responsibilities

- Translate the work requested by the customer into a Work-order (WO) covering the operational routing as well as the Bill-of-Material.
- Assigning work-orders to technicians and certifying-staff, providing the necessary guidance and support to meet and exceed expectations, and acting as the first point of contact.
- Communication to customer support representative on status of work orders.
- Pro-actively monitoring work orders to find the best solution in terms of quality, cost & turnaround time.
- Responsible for mitigation of Work Order stagnations and resolving Work Order stagnations.
- Coordinate with support functions (Operational Buyer, Process Engineer; Product Engineer) to ensure their priorities are synchronized with the operational planning. Coordination is done via active management of WO-status and direct communication.
- Perform basic root-cause-analysis in case of non-performance and translate into recommendations for improvement and drive improvement actions.
- Initiate and identifying cost saving activities to enhance the financial performance of the respective shop.
- Deputize for the Team Leader MRO with focus on operational team leadership

Experience & Qualifications

To succeed in this role you should bring the following:

- Excellent communication skills both in Dutch and English;
- Knowledge of shop processes and work order execution processes within ERP-systems;
- Ability to work in a structured manner;
- Sound understanding of relevant rules/regulations in aerospace
- Demonstrated ability to create plans and rationalize priorities;
- Demonstrated ability in clear communication towards internal and external stakeholders;



- Demonstrated commercial savviness;
- Relevant technical experience and understanding of working of parts;
- Experience in working with Microsoft Excel and Microsoft Access.

What We Offer

- A maximum salary of € 4.277 per month.
- Enough time to relax: 27 standard holiday days, and 13 additional leave days per year (ADV), based on a fulltime (40 hours) contract;
- Room for professional and personal growth, as well as a lot of autonomy.
- A dynamic work environment full of new experiences and challenges;

About Fokker Services Group

At Fokker Services Group, our greatest purpose is to exceed reliability expectations, keeping customer aircraft where they belong - in the sky!

Our CEO, Menzo van der Beek, describes the company as “an aftermarket integrator with design, production, maintenance, and airworthiness expertise and experience, on which commercial and defense operators around the world rely for the continued competitive operation of their fleet. Unique independent competence for comprehensive single source solutions with a global presence, with facilities in Europe, Asia and the Americas.”

Our Values

As a High Performance Organization, our core values shine through in everything we do :

- **Customer Focus** : We do all we can to meet the needs of our customers by offering unique and customized solutions. We understand the importance of delivering a truly collaborative experience, and value building sustainable relationships based on quality, safety and trust.
- **Innovative Thinking** : By driving leading proprietary positions within chosen markets, we engage and excel in innovative thinking. We dare to lead and make decisions.
- **Global Excellence** : In the pursuit of excellence, we are continuously improving by working cross-functionally and inspiring each other to achieve our shared goals. Further, we work with the highest safety standards and provide our employees with opportunities for personal development and learning.
- **We Care** : We embrace ‘doing the right thing’ by embodying diversity, equity and inclusion in the workplace. This means that we are open, honest and take the time to listen to each other.



To apply

For questions about the application procedure, please contact Didier Soesman (Recruiter) didier.soesman@fokkerservices.com. We are looking forward to your application.