

PRIMEFLIGHT CASE STUDY

Jet Fuel QC® strengthens consistency, visibility, and daily accountability across multi-site fueling operations.

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“We use Jet Fuel QC at every one of our locations. It is a differentiator and has had a positive effect on our growth.”

Loran Drellack

Director, Fuel Quality Control & Support

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OBJECTIVES

Since 2017 PrimeFlight has relied on Jet Fuel QC®, deploying it across multiple into-plane fueling locations. What started as a move away from paper documents has evolved into a system that is incorporated into their standard operating practices. Adoption is high, inspection processes are standardized, and leadership now has clear visibility into their asset inspection activity across the entire PrimeFlight network.

SOLUTIONS

Daily Discipline and Workflow Structure

Refueling agents begin shifts by performing assigned inspections in JFQC. The platform establishes operational continuity, providing asset inspection and discrepancy recording from station to station in a time managed and consistent manner.

Multi-Site Performance Visibility

PrimeFlight has developed internal performance measures that monitor activity across their network. They assign Quality Assurance (QA) ratings to each location measuring their performance to customer and regulatory requirements. High QA scores indicate conformance, reduction in ratings may initiate the need for support. The accuracy and real time visibility into the inspection process provided by JFQC is not possible employing a manual paper-documentation process.

Audit Readiness and Reporting Efficiency

With JFQC:

- Roughly **98%** of audits are now handled electronically
- Quarterly reporting is accomplished faster and more accurate, saving all stakeholders time and money.

Training and Onboarding

Entry level refueling agents have become proficient and fully qualified faster since implementing JFQC in the training and inspection process. The mobile app has accelerated adoption and given clarity for staff. It reduces downtime and eliminates errors encountered with manually transposing comments on paper inspection documents.

Reliable Support

PrimeFlight reports strong responsiveness from the JFQC team. Biweekly meetings with in-house support in attendance help resolve issues immediately and maintains regulatory compliance, and inspection program accuracy.



AT A GLANCE

Challenges

- Daily inspections were sometimes missed
- Email access limitations made communication inconsistent
- Monthly reporting required printing, binders, and multi-day repository pulls
- Leaders could not see performance slippage across stations in real time

Benefits

- Clear, consistent workflows at the start of every shift
- Faster, cleaner audit preparation
- Higher visibility into QC performance across all stations
- Simplified onboarding and training for new hires
- Strong buy-in driven by ease of use and improved mobile layout
- JFQC is now an internal differentiator used in every location

KEY IMPACT

Compliance and Audit Confidence

It 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

Refueling agents describe it as easy to use for day-to-day workflows, noting that it helps teams feel more professional and prepared while integrating QC, ramp safety, and documentation in a seamless, convenient and credible way.