

# Air New Zealand

CASE STUDY

From paper-era  
procedures to a live,  
audit-ready  
compliance model with  
Air New Zealand  
Engineering



AIR NEW ZEALAND 

 OneReg

# The Story

Air New Zealand's Engineering division moved from static, document-centric processes to a live, governed compliance environment with OneReg. The go-live marked a major milestone for OneReg's expansion from airports into the airline sector, validating the platform at national-carrier scale.

By empowering 100% of engineers as editors, the airline's subject-matter experts (SMEs) can now propose and draft procedure updates directly, while reviewers and approvers maintain control. The shift has collapsed change queues, improved traceability, and replaced intermittent "compliance matrix" exercises with continuous rule-to-procedure linkage, reducing audit prep from a months-long hunt to a live view. It also digitises what was once paper-heavy, so compliance requirements can be completed in a fraction of the time.





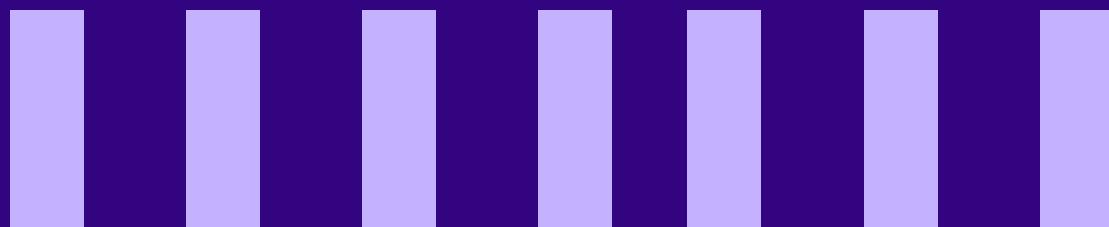
# The Context

**Organisation:** Air New Zealand - Engineering Division

**Users live:** 240

**Industry:** Airline

**Use cases:** Engineering policy & procedures, change control, airworthiness documentation and control/scheduling of maintenance operations, regulatory mapping, dashboards, audit readiness



# The Challenge

With changing requirements and evolving operations, engineering teams needed to keep procedures aligned with current rules and on-the-ground reality. Large, infrequent “compliance-matrix” pushes went stale almost as soon as documents changed. Biennial audits meant one to two months of locating various references. Updates to procedures averaged around six months because a small writer/doc-control team acted as a gate, handoffs created queues, and search depended on knowing arcane document codes.



“It used to be hard to show how procedures linked to rules. Now the mapping lives with the content, so we stay audit-ready instead of doing big refreshes that go stale.”

# Why OneReg

## Choosing a platform built for airline operations

OneReg is designed for change, not just for storing documents. Engineers - the subject matter experts - can draft updates directly, while reviewers and approvers keep governance tight. Rules, policies, procedures, and evidence are linked, so compliance remains live rather than reconstructed at audit time.

Team dashboards give each squad a simple “front door” to what matters, replacing code-based hunting. OneReg partnered closely on priorities such as cyber security requirements and operating model design, and the selection process confirmed the fit: a competing vendor declined to support a 100%-editor approach, whereas OneReg embraced it.



**“** The big shift with OneReg is 100% editors in Engineering. Our SMEs can draft the procedures they actually use. 

Diego Barrese, Compliance Chapter Lead





# The Solution

Air New Zealand consolidated engineering policies, procedures, airworthiness materials, and maintenance control workflows into OneReg's governed workspace. The design centres on subject-matter experts initiating change, while reviewers and approvers preserve quality and compliance. Regulatory mapping connects rules directly to operational content so assurance is continuous rather than reconstructed at audit time.

## Key solution elements:

- Governed workspace:** versioned documents with role-based permissions and full audit trails by default
- Regulatory linkage:** rules > policies > procedure > evidence, all kept in sync for live compliance visibility
- Dashboards & navigation:** curated team "home pages" put current procedures and tasks up front, replacing code-based searches.
- Security posture:** Implementation aligned to Air New Zealand's cyber security requirements; platform is AI-ready for analytics and automation



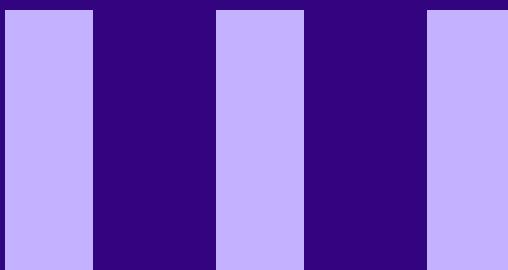
# Implementation Journey



The rollout aligned platform capabilities with Engineering's operating model, ensuring the new way of working reflected real-world responsibilities and rhythms.

## How we implemented it:

- Operating model & permissions: defined roles for SMEs, reviewers, and approvers; set governance rules and change authority
- Regulatory mapping build out: linked procedures to applicable rules and evidence; validated mappings with compliance leads
- Onboarding and enablement: guided training for teams; created playbooks and exemplars, embedded team dashboards
- Maintenance integration: brought airworthiness responsibilities and maintenance scheduling into governed workflows to prepare for scale-up





From 180 days for  
change management,  
to less than 24 hours

# Outcomes & Impacts

The editing bottleneck gave way to SME-led flow. Cycle times shortened, confidence rose, and audits now start from a live view of rule-to-procedure linkage rather than a last-minute scramble. Digitising paper-heavy steps means compliance work completes dramatically faster while maintaining control. Traceability is built in: every change has a rationale, a reviewer, and an approver.

## Highlights:

- ✓ Continuous audit readiness with live linkage between rules and procedures
- ✓ Faster updates by moving from a queue-based model to SME-led change
- ✓ Higher adoption via dashboards and governed, current content

“ Dashboards light people up - teams finally have their own ‘front door’ to what matters ”





“ By digitising what was once a paper-heavy process, we can complete compliance requirements in a fraction of the time. It's a major step forward, giving thousands of our people the ability to manage compliance and operational documentation with far greater speed, safety, and efficiency. ”

Andrew Hewitt, General Manager Engineering, Air New Zealand

# What's next



Following the successful implementation by Engineering, the Maintenance division (1,800 users) adopted the same SME-led governance model, extending live regulatory linkage across more fleets and procedures.

The team has deepened analytics to understand cycle times and change hot-spots, expand evidence types, and connect more upstream risk controls - building a broader, data-informed assurance model.

## Platform capabilities used:

- Versioned change control with reviewer/approver workflows
- Regulatory mapping
- Team dashboards and targeted navigation
- Full audit trails and rationale capture
- Role-based permissions with 100% editor model

# Confidence built into Compliance



## About OneReg

Our vision is to reimagine compliance not as a regulatory burden, but as an embedded part of everyday operations.

OneReg enables aviation operators and regulators to work from a shared source of truth. Compliance becomes a live, dynamic ecosystem – where insights flow in real time, decisions are informed by high-quality data, and safety becomes the natural outcome of smarter systems.

With OneReg, compliance isn't a checkbox – it's a state of being that reduces the time, complexity, and human resource cost of staying safe and compliant. The result is safer, smarter, more sustainable aviation.