



Overview & Problem

The client had a need to improve open fault performance. Open faults are defined as reported faults which after 7 days would accrue a pound (£) value every subsequent day until repaired.

Solution

The improvement project was split into two key areas;

- Performance Improvement
- Cost Reduction

LEAN Techniques below were used to track and improve performance and analysis of open faults to reduce reoccurrence.

- Visual Management of open fault tracking
- Process Changes to planning of maintenance tasks
- Practical Problem solving on repeat failures/concerns
- Regular governance of Key KPI's



Implementation

An initial analysis was undertaken to establish quantity and value of the current situation across all areas of track and signals. Lines of communication established between Maintenance, Engineering & Planning & Internal reporting of open faults to establish ownership of failures.

Key elements of the project implementation process included:

- Improved prioritisation of open fault by visualisation of top 5 concerns
- Weekly review with customer to demonstrate progress
- Development of improved and standardised working methods to enhance performance levels
- Introduction of robust reporting and tracking
- Key engineering solutions to ongoing faults implemented

Results

Over a period of 18 months open faults have reduced significantly in number giving the following results:

- Open fault values reduced by £11.6m to £296.00 (current)
- Currently 70% below the £1m KPI company target

