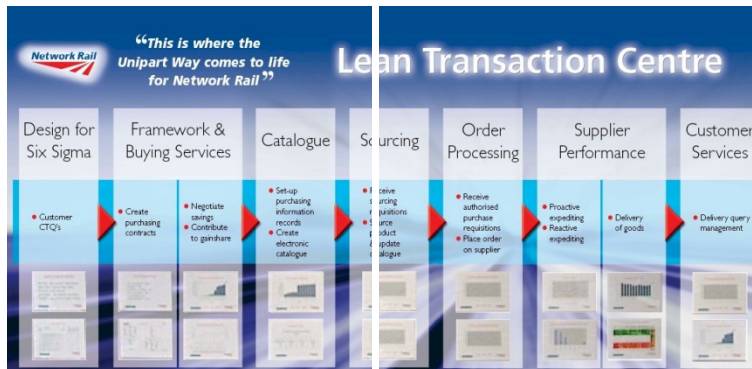




Delivering Efficiencies Lean Transaction Centre



Network Rail owns and operates Britain’s rail infrastructure, which requires constant maintenance to keep it in top functioning condition.

Following an intense competitive tendering process, Unipart Rail Logistics were contracted to manage the procurement and requisition buying for Network Rail’s maintenance operations, to be delivered through the Unipart Way.

Part of the contract was to deliver efficiency savings through effective management of the supply contracts and identification of Key Performance Indicators (KPIs) in order to continuously measure the service levels provided.

Once the KPIs were identified a visual representation was created, known as the “Lean Transaction Centre”, which shows the current status of the performance of the framework buying and procurement activities. Each process has a ‘dashboard’ measure detailing a high-level overview of progress and achievement and this is backed by detailed reporting in each process team area.

This allows the customer to see ‘at a glance’ how the system is delivering the service to each of the KPIs.

The reporting is focused on negative issues as this enables the problems to be readily exposed and identified. The teams then use other Unipart Way tools to resolve the problems and to continuously improve their processes.

Employees are empowered and encouraged to resolve any problems at their own level, and utilise other Unipart Way tools to achieve this, including Our Contribution Counts (OCC) circles and Six Sigma. Unipart Rail team members are able to identify how their role fits into the process, and this raises their understanding of the individual contribution and place within the wider operations as well as how their work affects others in the department.



Industry Sector

UK Infrastructure

Issue

Unipart Rail Logistics needed to deliver efficiencies in procurement and requisition buying for Network Rail’s maintenance operations, through the Unipart Way.

Solution

To assess the whole sourcing and delivery process, identifying the Key Performance Indicators (KPIs), then creating the “Lean Transaction Centre” (LTC).

Benefits

The LTC has bought greater control to the working day, empowering and encouraging employees to resolve any problems at their own level and utilising any other Unipart Way tools and giving Network Rail a clear view of the successful delivery of savings.

Next Steps

The LTC could be developed for any process in an organisation looking to incorporate “lean” thinking and efficiency improvements.

For Network Rail, the effectiveness of the LTC has been:

- Efficiencies gained resulting in lower costs
- Increase in customer satisfaction
- Performance target improvements.

For more information:

Unipart Rail, Gresty Road, Crewe, Cheshire, CW2 6EH UK

T +44 (0)1270 847600 **F** +44 (0)1270 847601

E enquiries@unipartrail.com **Web** www.unipartrail.com