



Strathfield Managed Service

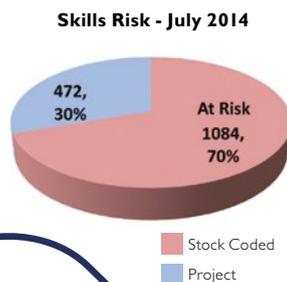
Skills Capture

The Challenge

The Rail Equipment Centre (REC) had identified a business risk due to an aging workforce with either none or very little capture of skills for the manufacture /overhaul of its products. It also had a product catalogue of 1556 items and was unsure of the potential impact to the network if these could not be adequately repaired or overhauled.

UGL Unipart's primary objective was to ensure network reliability and continuity whilst reducing the known skills risk. To do this we;

- Produced a Master Data Product Catalogue
- Confirmed potential obsolete products
- Breakdown of skills per product
- Prioritised and produced work instructions
- Developed an employee experience matrix



The Solution

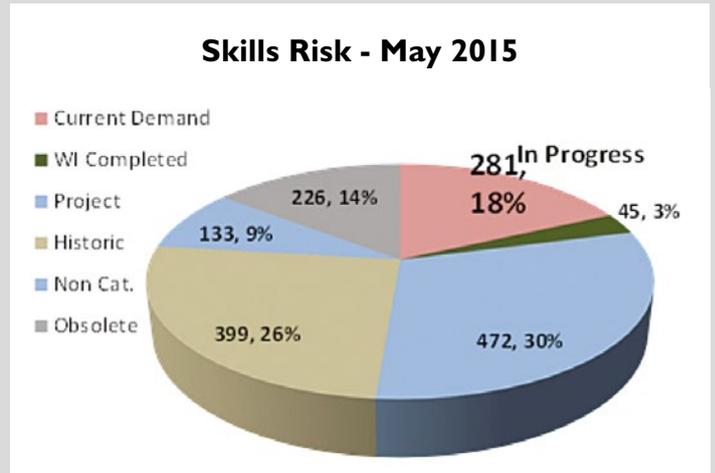
- Identified 1084 products of the 1556 were at risk
- Master data product catalogue established
- Employee Skills Matrix developed
- Priority matrix critical to the customer
- Work Instruction plan developed
- Monitoring of KPI's and Governance plan implemented
- We conducted a complete review of products which identified 1,084 risk items that were covered under 133 work instructions formats
- Validated parts potentially obsolete based on 3 year Stores Order History and project work deliveries
- Subject matter expert review covering REC products both as primary and back up operators
- Used Quality Function Deployment methods to understand what was most important to the customer and what drives the priority to the customer
- Collaborated with stakeholders such as Logistics, Engineering and external project customers to ascertain the overall impact



The Result

- Master Product Data catalogue now in use
- Priority & approval procedure by service delivery impact
- Skills Matrix moved from Trade Stream to Product Level
- Enabled FTE reduction where required
- Enabled product obsolescence program to commence
- Employee experience matrix created

By understanding each product and the risk associated with each item we were able to reduce the risk from 70% of all products down to 18% with a plan to address the 18% in the future.



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