

WEC NEW DASHBOARD

March 2018

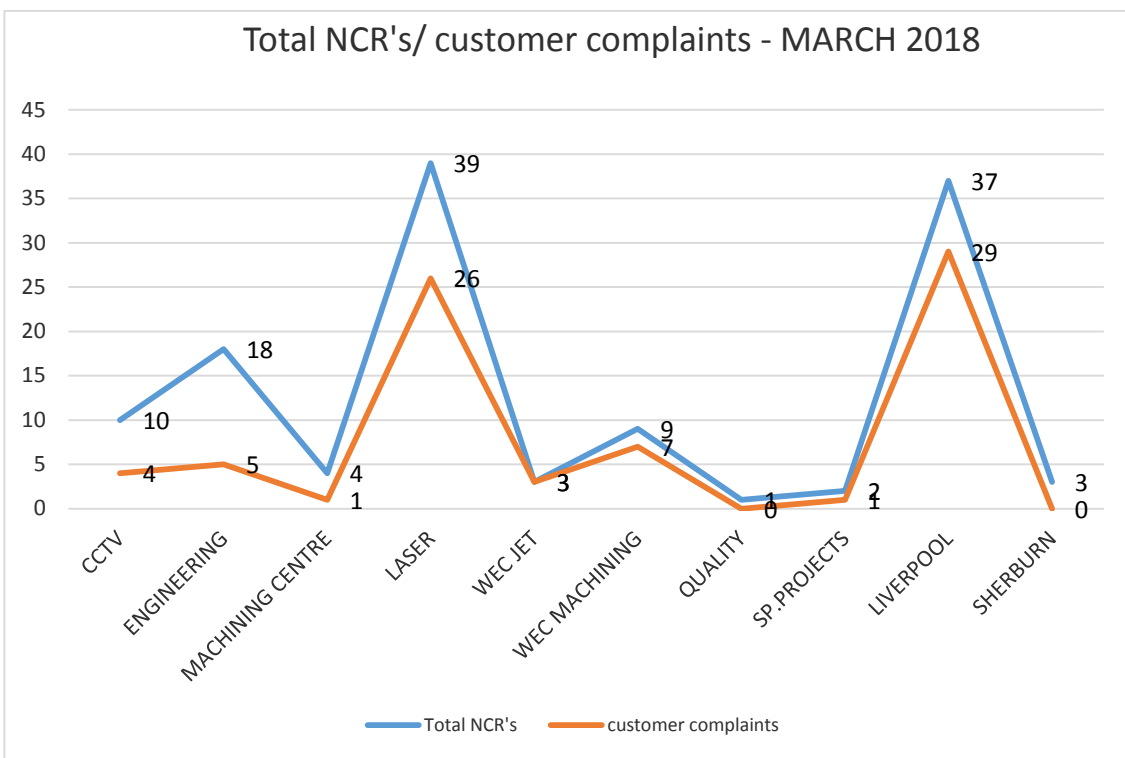
SHEQ Scorecard

MARCH 2018

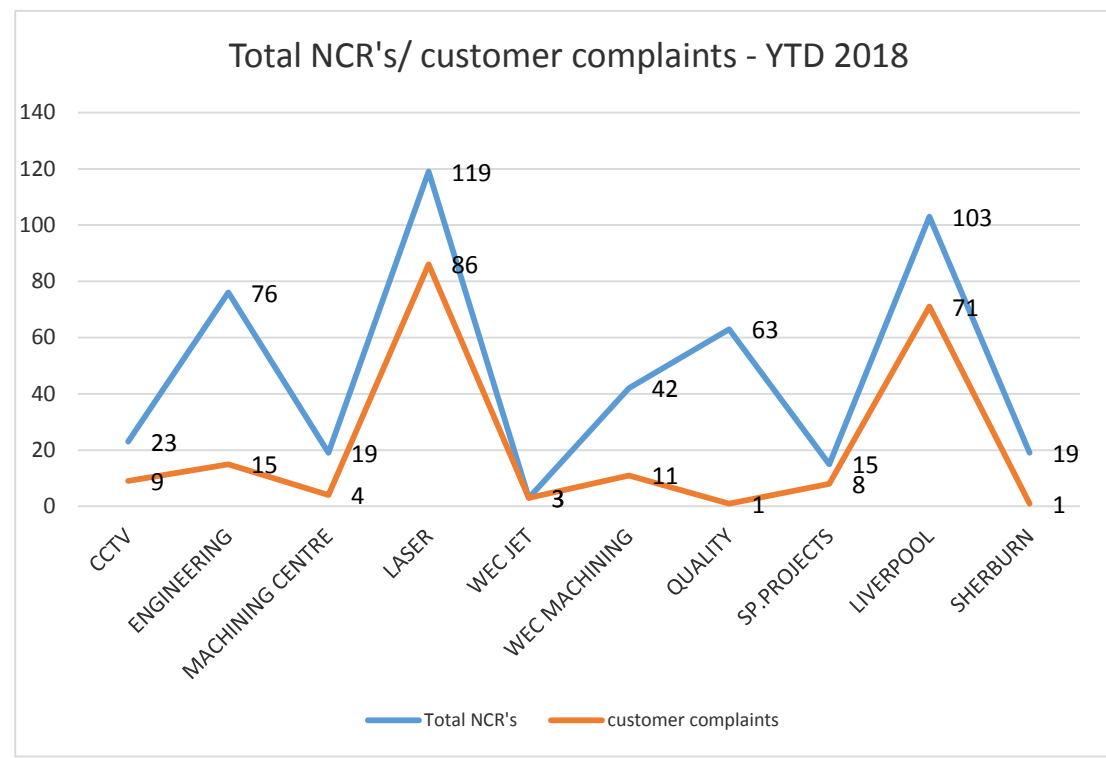
Subject	Targets	Actions	Stat us	Tren d
Audits, Events, Assessments Problems (NCR's) Actions	Audits Overdue <0% Audits performed: Laser, Machining (for effectiveness), WEC JET, Sp.Projects Major NC raised this month = 0 Minors for all departments = 126/ last year Jan = 154 Open Actions Overdue <20 days based on closure average; Outstanding actions for : Machining open since 07/02/18; CCTV- open since 17/01/18; Engineering- open since 20/02;Sp.Projects – open since 17/02/18; Laser- open since 20/12/2017	Discuss with all departments QA's in the weekly Quality meeting to review all issues and close the complete ones. Average closure of 20 days.	in progress	
Concessions	Expired without resolution none Extended without Action Plan None Regular Reviews None			↗
New/ amended/ deleted documents on Document Control Database	Revised system documents: Awaiting signature > 2 - none Pending: All Policies statements review- for June 2018 New Policy for security of information signed-ok Management Review –due end of April 2018 Quality Policy review due to receiving the new ISO 9001:2015 certificate	Draft – awaiting submission to MD	In progress	
Calibration	Overdue : ↘71 – engineering; 3- General; 3-Laser; 13- Machining	Review with each department	In progress	↘
Training & Competence	Competences & Assessments = 0 - Engineering, 32- laser, 1- Machining Centre, 6- Machining, 12-Sherburn ; 5-CCTV;2- Sp.Projects	More new people and no assessments of competences/ address with head of departments – in top managers meeting	In progress	↘
Customer Satisfaction (Complaints, Surveys, etc.)	Satisfaction Surveys = 1- for Sherburn (Optare) Action Plans published for all surveys with minimum scores =0 Complaint actions overdue = 0			
Facilities Management	PPM Maintenance Overdue Tasks = 3 (CCTV- TC Rollers, Green Press, despatch heater) Unplanned tasks None	To the schedule		↗
Org chart	Organisation Chart Last update <3 month ago / no known changes required			
Supplier Quality	Top 5 suppliers (including remote sites) -issues with 3 suppliers – ASD Metal Services, Roften Galvanizing and WEC Laser Engineering- performance at 99,7%	Address by Purchasing with suppliers		
Railway Safety Issue Resolution (Inc. Operational Safety)	Railway Safety Issues None			2
	Near misses YTD 7			

NCR's/ customer complaints

Total NCR's/ customer complaints - MARCH 2018

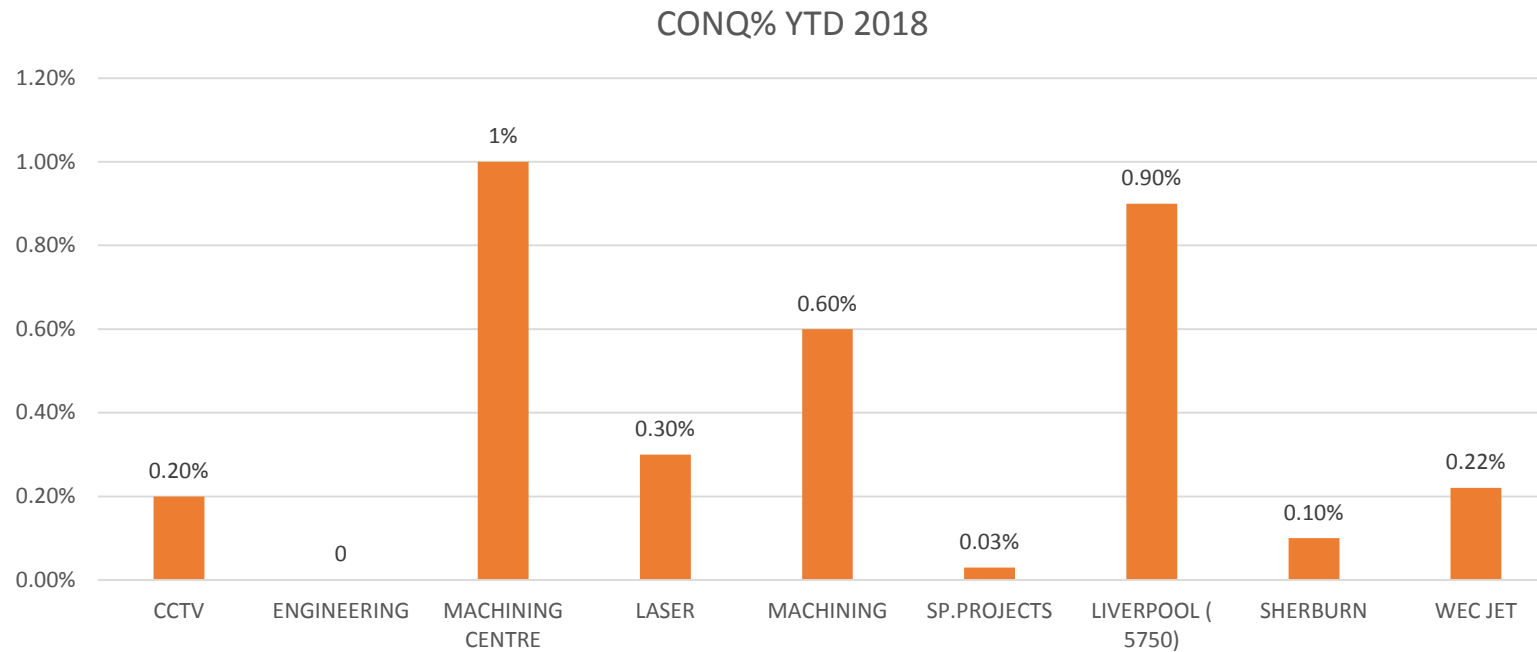


Total NCR's/ customer complaints - YTD 2018



Address the customer complaints and analysis in the Quality meetings for April- in 5750 and Laser
 Increase of customer complaints in Engineering- to be discussed in the monthly Quality meeting for April

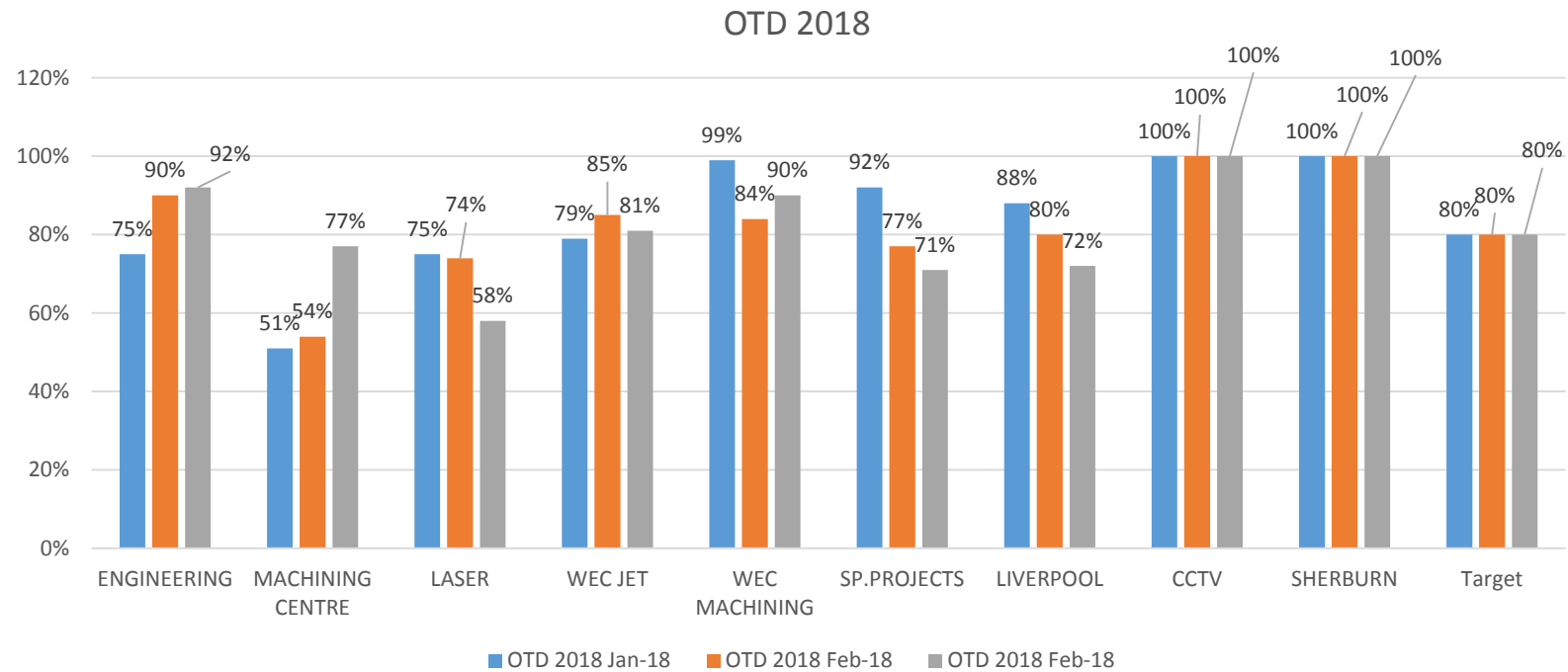
COST OF NON-QUALITY



Big figures in Machining Centre- investigation required

Big figure in 5750- investigation required – why so many ncr's from customers- visit planned for 17th of April

OTD



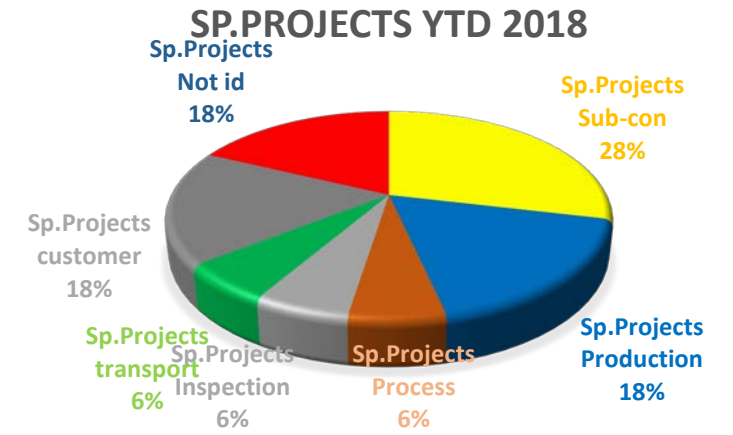
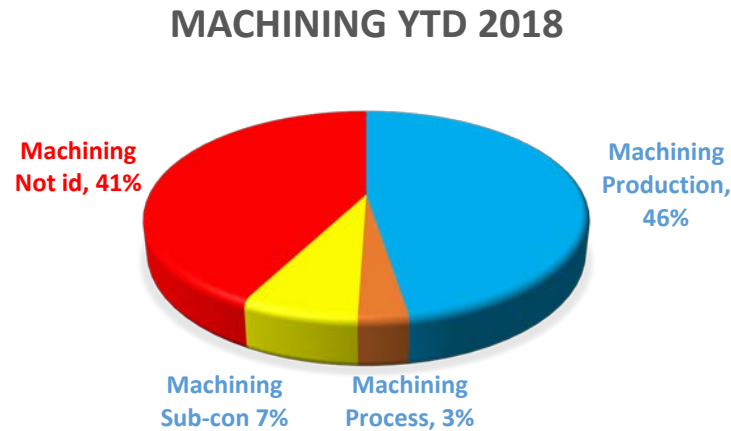
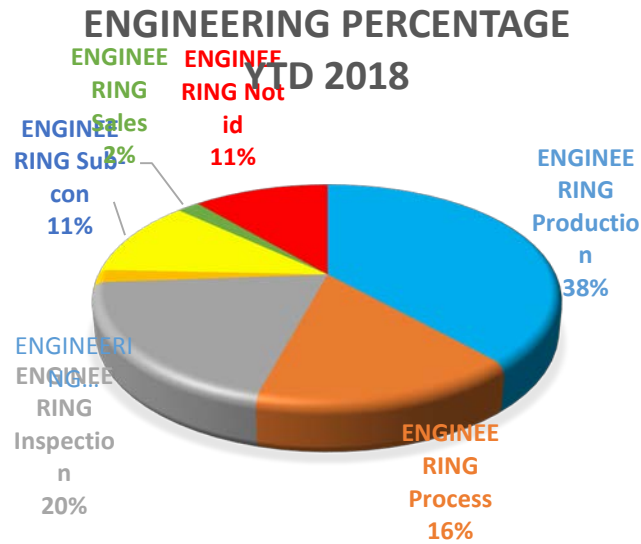
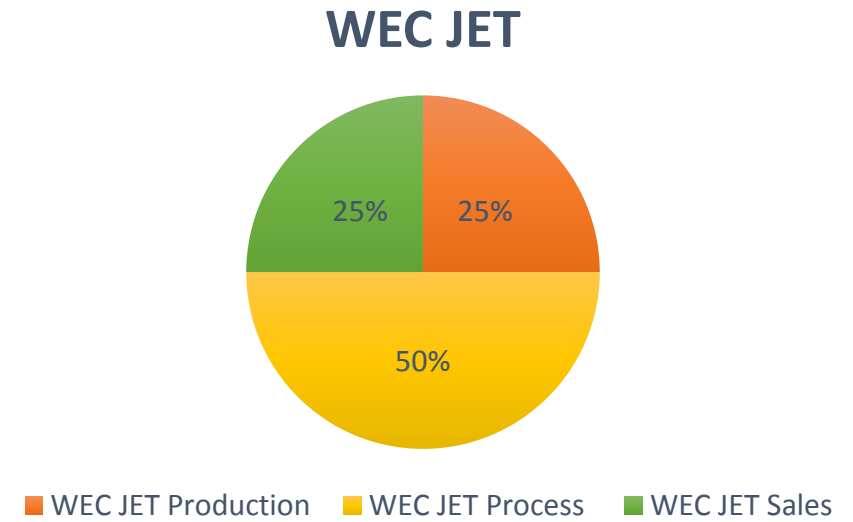
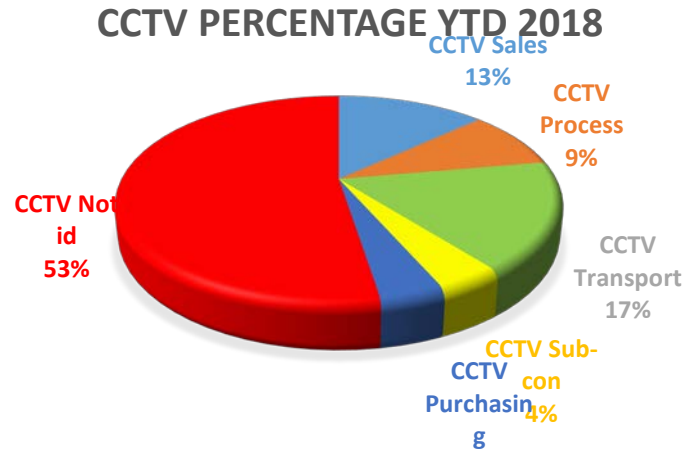
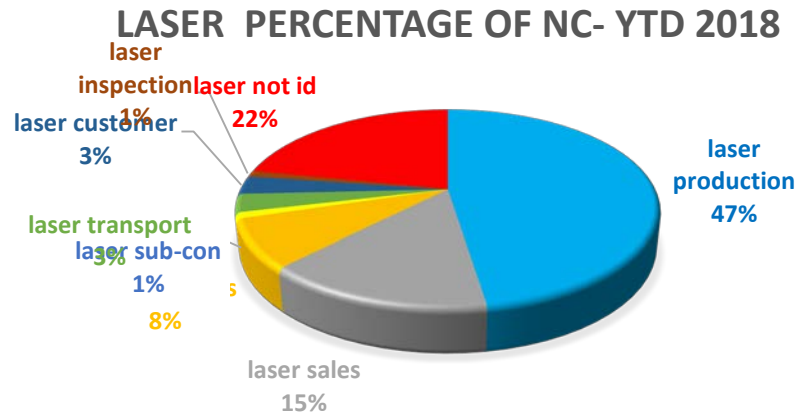
* NOTE: CCTV, Sherburn=100% working to customers schedule

*NOTE: Best OTD for Engineering recorded= 92% ;Machining- 90%

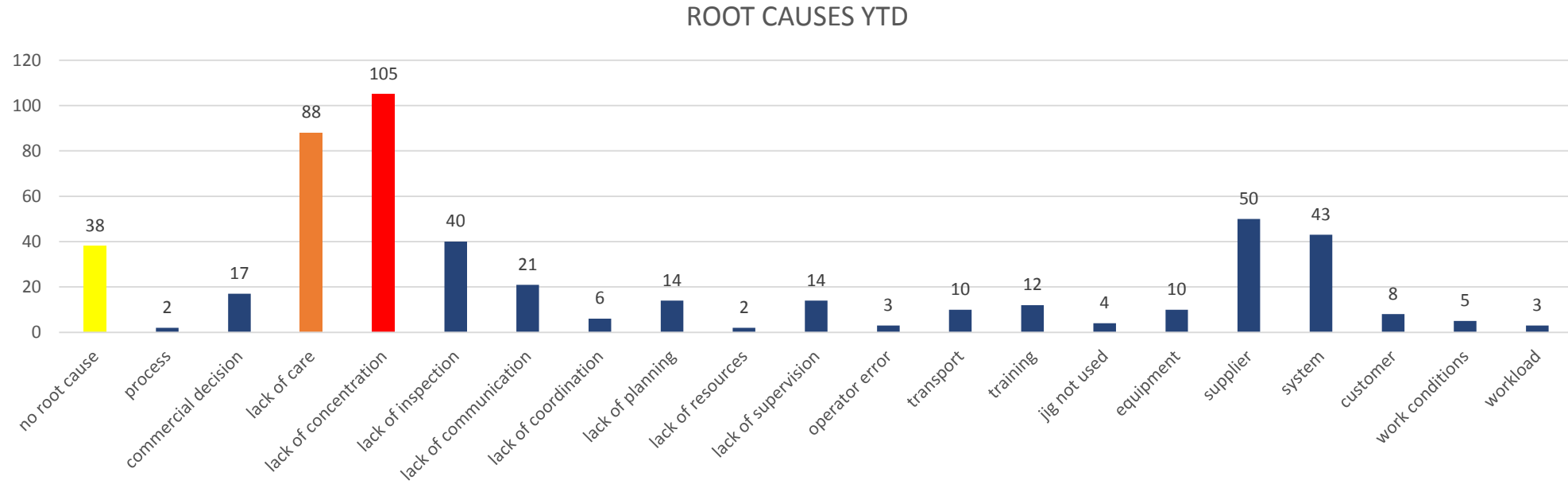
* NOTE: Laser going down at 58%- investigation required- Monthly Q meeting 23/04/2018 & weekly quality meeting to discuss with JB

*NOTE: Sp.Projects going down-investigation required

NCR's per process for Divisions



Root causes



Actions for the big figures: To be discussed in the Quality meeting per department

TOP SCORE

Mar-18							
DEPARTMENT	CONQ	DEPARTMENT	OTD	DEPARTMENT	% CUSTOMER COMPLAINTS	LEVER SCORING	TOTAL SCORE MARCH 2018- TOP
ENGINEERING	0.05%	CCTV, SHERBURN	100%	SHERBURN	5%	8	SHERBURN=23
SP.PROJECTS	0.03%						ENGINEERING=22
SHERBURN	0.10%	ENGINEERING	92%	ENGINEERING	20%	7	CCTV=18
CCTV	0.20%	MACHINING	90%	MACHINING CENTRE	21%	6	MACHINING=14
WEC JET	0.22%	WEC JET	81%	MACHINING	26%	5	SP.PROJECTS =12
LASER	0.30%	MACHINING CENTRE	77%	CCTV	39%	4	WEC JET/M CENTRE=11
MACHINING	0.60%	"5750"	72%	SP.PROJECTS	53%	3	"5750"=9
"5750"	0.90%	SP.PROJECTS	71%	"5750"	68%	2	Laser=6
MACHINING CENTRE	1%	LASER	58%	LASER/ WEC JET	72%/100%	1	

Effectiveness of audits

department	Ncr's in 2017	Ncr's in 2018
MACHINING	15	11
ENGINEERING	13	10
5750	15	13
CENTRAL FUNCTIONS	7	6
SP.PROJECTS	6	3
WEC JET	6	4
SHERBURN	4	11
LASER	18	
MACHINING CENTRE	8	

Quality AWARD for the month

JAN-18	FEB-18	MARCH-18	APRIL-18	MAY-18	JUNE-18	JULY-18	AUG-18	SEPT-18	OCT-18	NOV-18	DEC-18
CCTV	ENGINEERING	ENGINEERING									