





# WEC NEW DASHBOARD

April 2018

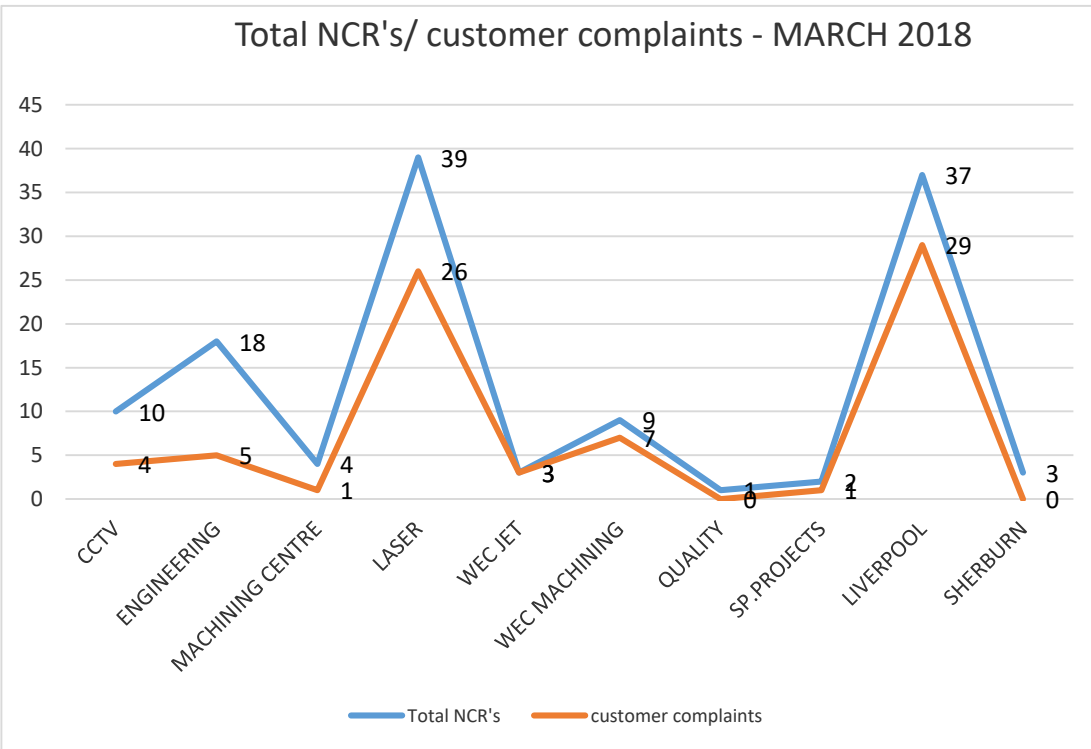
# SHEQ Scorecard

## MARCH 2018

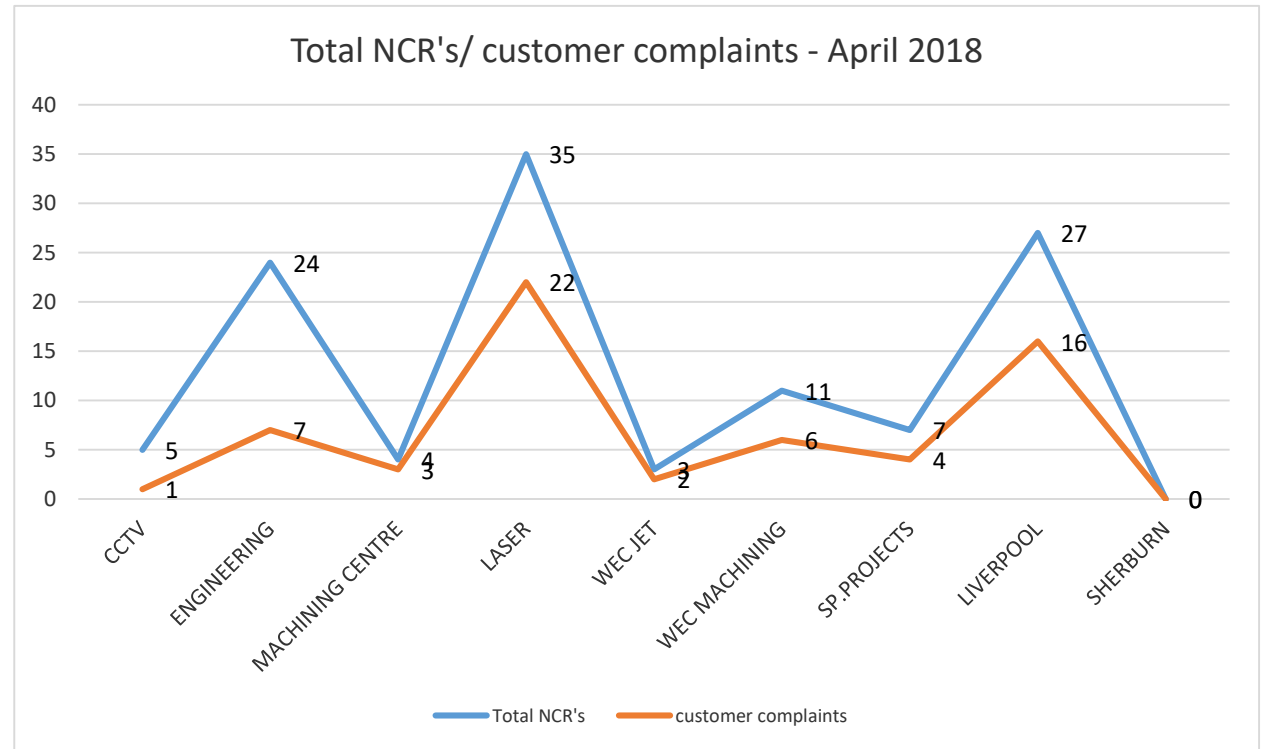
Subject	Targets	Actions	Status	Trend
<b>Audits, Events, Assessments Problems ( NCR's) Actions</b>	<b>Audits Overdue</b> <0% Audits performed: Laser, Machining ( for effectiveness), WEC JET, Sp.Projects <b>Major NC raised this month=2 ( Machining aerospace)</b> <b>Minors for all departments = 126/ last year Jan = 154</b> <b>Open Actions Overdue</b> <20 days based on closure average; Outstanding actions for : 5-Machining open since 07/02/18;2- CCTV- open since 17/01/18; 6- Engineering- open since 20/02;2-Sp.Projects – open since 17/02/18; 22-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 one s. Average closure of 20 days.	in progress	
<b>Concessions</b>	<b>Expired without resolution</b> 1- accepted by the customer ( Engineering) <b>Extended without Action Plan</b> None <b>Regular Reviews</b> None			
<b>New/ amended/ deleted documents on Document Control Database</b>	<b>Revised system documents:</b> <b>Awaiting signature &gt; 2 - none</b> <b>Pending:</b> <b>New Policy for Data Protection signed-ok</b> <b>Management Review –due end of April 2018</b> <b>Quality Policy , HS Policy and Environmental Policy revised-ok</b>		complete	
<b>Calibration</b>	<b>Overdue :</b> 11 – engineering; 3- General; 3-Laser; <b>13- Machining</b>	Review with each department	In progress	
<b>Training &amp; Competence</b>	<b>Competences &amp; Assessments</b> = 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	
<b>Customer Satisfaction (Complaints, Surveys, etc.)</b>	<b>Satisfaction Surveys</b> = 1- for Sherburn ( Optare) Action Plans published for all surveys with minimum scores =0 <b>Complaint actions overdue</b> = 0			
<b>Facilities Management</b>	<b>PPM Maintenance</b> Overdue Tasks = 3 ( CCTV- TC Rollers, Green Press, despatch heater) <b>Unplanned tasks</b> None	To the schedule		
<b>Org chart</b>	<b>Organisation Chart</b> Last update <3 month ago / no known changes required			
<b>Supplier Quality</b>	<b>Top 5 suppliers ( including remote sites)</b> -issues with 3 suppliers – ASD Metal Services, Roften Galvanizing and WEC Laser Engineering- performance at 99,7%	Address by Purchasing with suppliers		
<b>Railway Safety Issue Resolution (Inc. Operational Safety)</b>	<b>Railway Safety Issues</b> <b>None</b>			
<b>EHS</b>	<b>Near misses YTD</b> 7 <b>Minor accidents YTD</b> 6 <b>Lost Time Accidents</b> Recorded this month = 0 Accident rate =0.29% <b>Close Calls</b> 0 <b>Environment</b> No Issues			

# NCR's/ customer complaints

Total NCR's/ customer complaints - MARCH 2018

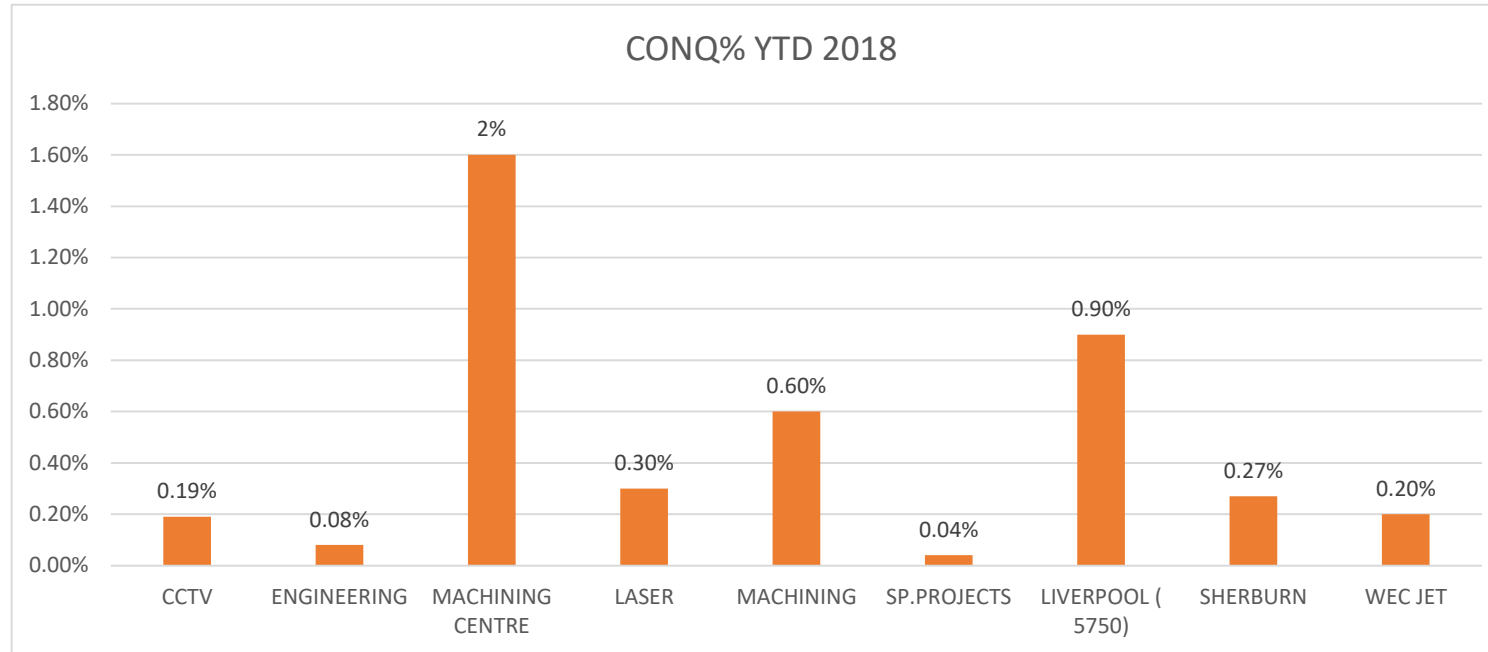


Total NCR's/ customer complaints - April 2018



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

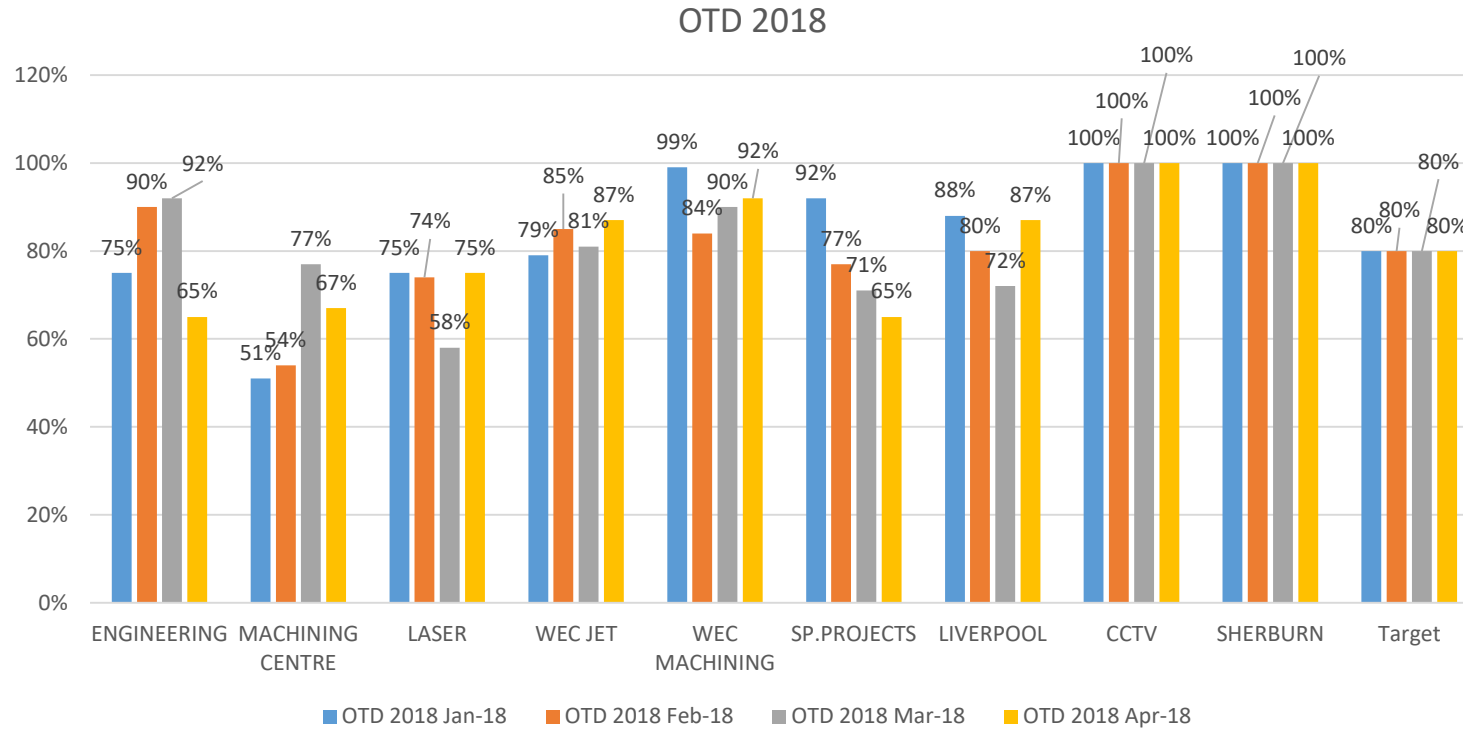
# COST OF NON-QUALITY



Big figures in Machining Centre- investigation required

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

# OTD



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

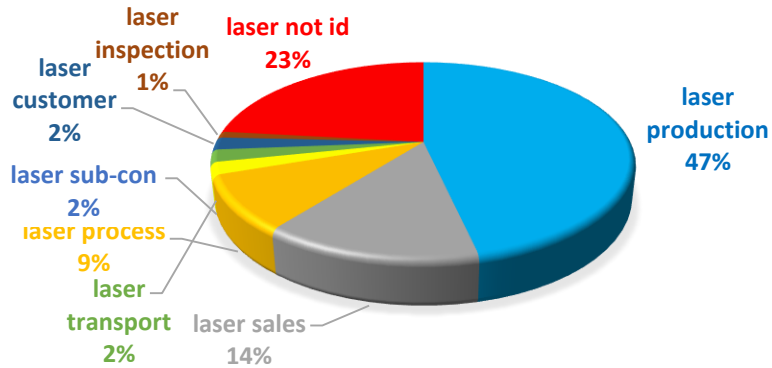
\*NOTE: Best OTD for Engineering recorded= 92% ;Machining- 90%

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

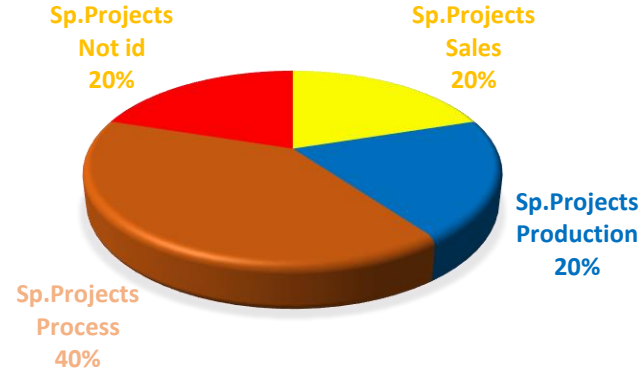
\*NOTE: Sp.Projects going down-investigation required

# NCR's per process for Divisions

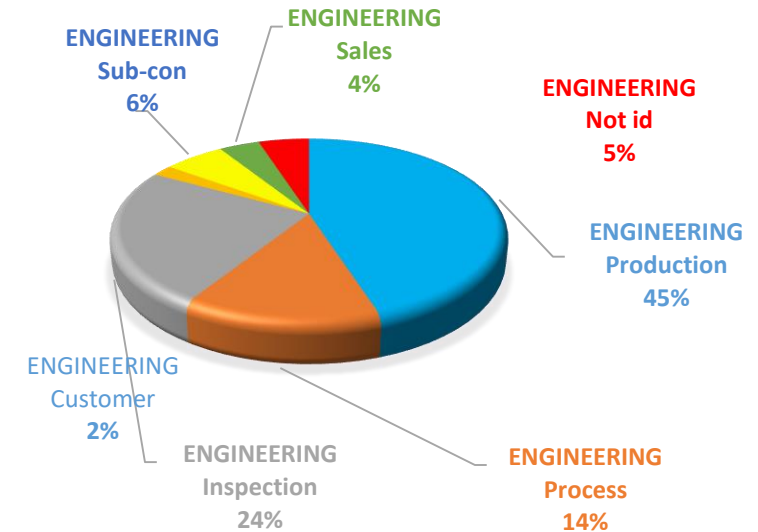
**LASER PERCENTAGE OF NC- YTD 2018**



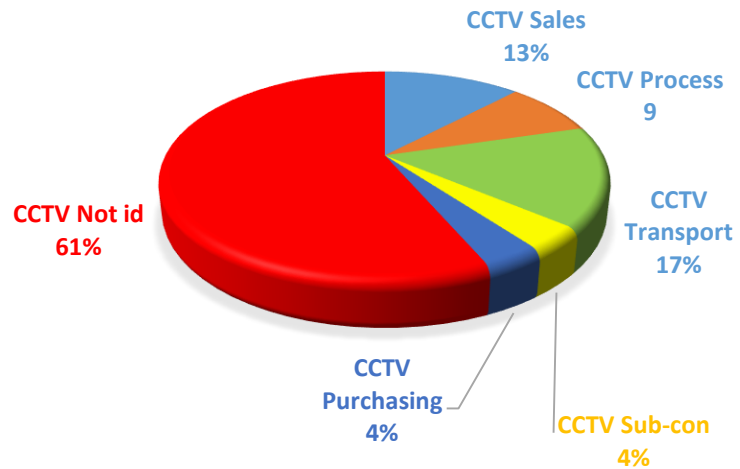
**SP.PROJECTS YTD 2018**



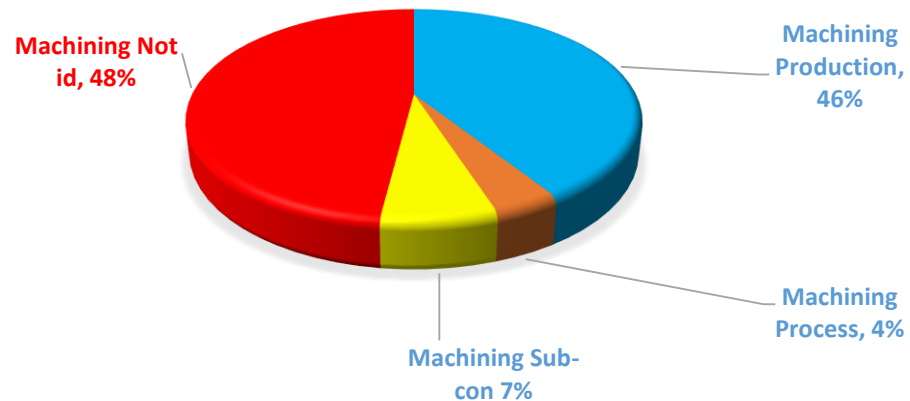
**ENGINEERING PERCENTAGE YTD 2018**



**CCTV PERCENTAGE YTD 2018**

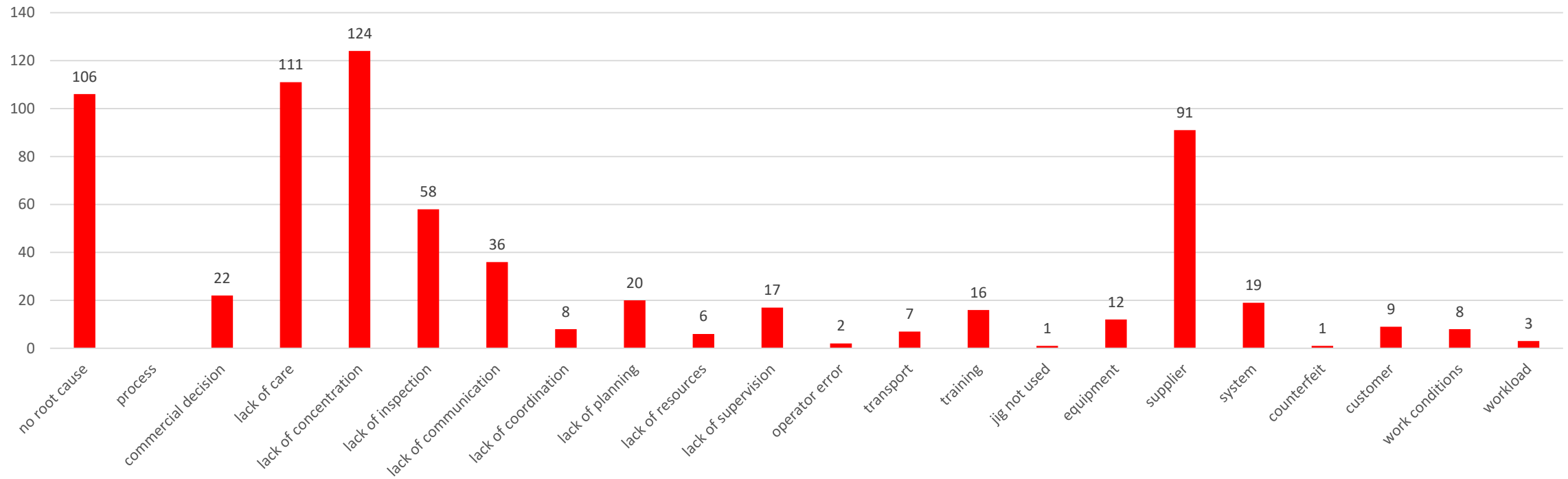


**MACHINING YTD 2018**



# Root causes

ROOT CAUSES YTD ( APRIL 2018)



# TOP SCORE

Apr-18							
DEPARTMENT	CONQ	DEPARTMENT	OTD	DEPARTMENT	% CUSTOMER COMPLAINTS	LEVER SCORING	TOTAL SCORE MARCH 2018- TOP
ENGINEERING	0.08%	SHERBURN	100%	SHERBURN	0%	8	CCTV=21
		CCTV	100%				ENGINEERING=17
SP.PROJECTS	0.04%	MACHINING	92%	CCTV	20%	7	MACHINING=14
CCTV	0.19%	WEC JET	87%	ENGINEERING	29%	6	SHERBURN/ S.PROJECTS=13
WEC JET	0.20%	5750	87%	MACHINING	54%	5	WEC JET=12
SHERBURN	0.27%	LASER	75%	SP.PROJECTS	57%	4	LASER/5750=9
LASER	0.30%	MACHINING CENTRE	67%	5750	59%	3	MACHINING CENTRE=3
MACHINING	0.60%	SP.PROJECTS/ ENGINEERING	65%	LASER	62%	2	
5750	0.90%			WEC JET	67%	1	
MACHINING CENTRE	1.60%			MACHINING CENTRE	75%		



# 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
<b>LASER</b>	<b>18</b>	<b>7</b>
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	CCTV								