

# WEC NEW DASHBOARD

November 2018

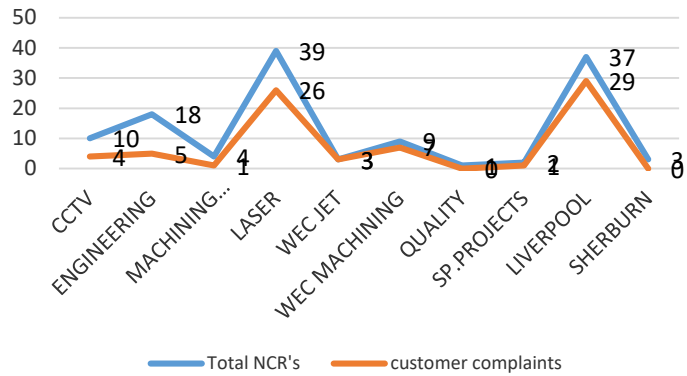
# SHEQ Scorecard

September 2018

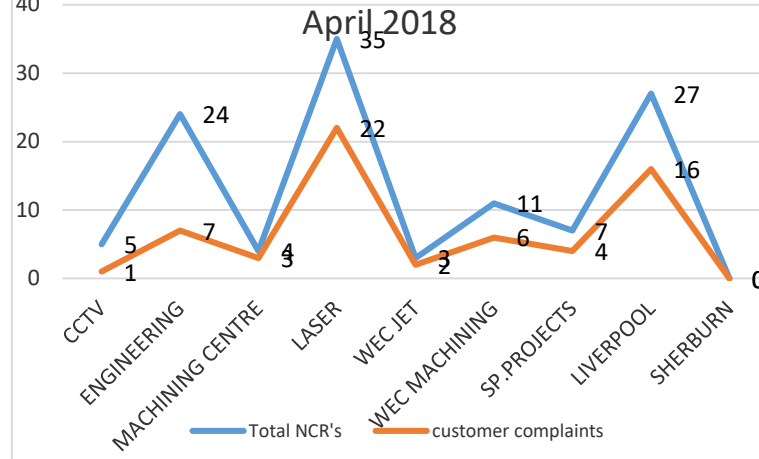
Subject	Targets	Actions	Status	Trend
Audits, Events, Assessments Problems ( NCR's) Actions	Audits Overdue <0% New planning for 2019	Discuss with all departments QA's in the weekly Quality meeting to review all issues and close the complete one s. Average closure of 20 days.	in progress	
Concessions	Expired without resolution none Extended without Action Plan None Regular Reviews None		in progress	
New/ amended/ deleted documents on Document Control Database	Revised system documents: Awaiting signature > - none Pending: NONE		in progress	
Calibration	Overdue : Laser- calipers all outstanding- change of the calibration gauge;	Review with each department	In progress	
Training & Competence	Competences & Assessments - outstanding: Engineering-9 ( new employees); Laser-22; Machining Centre-2;WEC Machining-15; Sp.Projects-7; CCTV-7; WEC JET-1	More new people and no assessments of competences/ address with head of departments – in top managers meeting	No progress	
Customer Satisfaction (Complaints, Surveys, etc.)	Satisfaction Surveys - new questionnaire to be introduced for OTD in the new year Complaint actions overdue = 0			
Facilities Management	PPM Maintenance Overdue Tasks = none Unplanned tasks None	To the schedule		
Org chart	Organisation Chart Last update <6 month ago / no changes required			
Supplier Quality	Top 5 suppliers ( including remote sites)-Performance at 98%	Address by Purchasing with suppliers/ Quality meetings wit Laser Riverside on missing parts		
Railway Safety Issue Resolution (Inc. Operational Safety)	Railway Safety Issues None			
EHS	Near misses YTD 39 Minor accidents YTD 104 Lost Time Accidents Recorded this month = 0 Accident rate =1.3% Close Calls 0		2	

# NCR's/ customer complaints

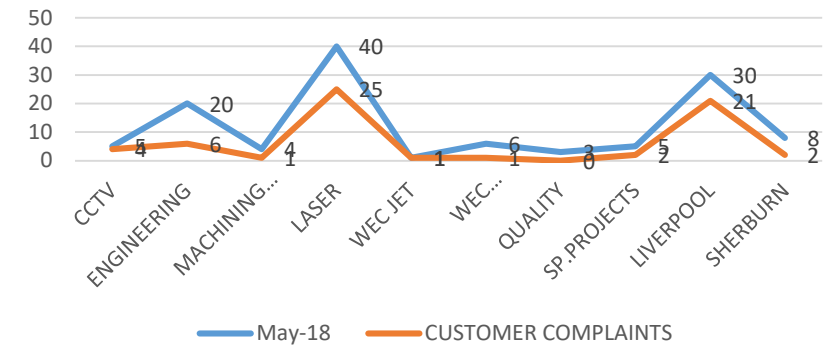
Total NCR's/ customer complaints - MARCH 2018



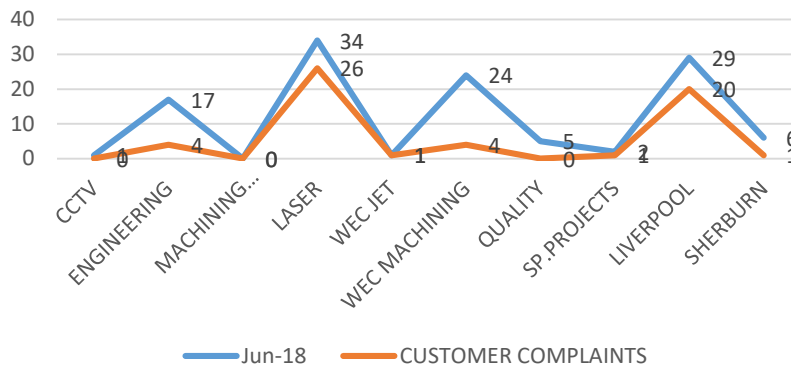
Total NCR's/ customer complaints - April 2018



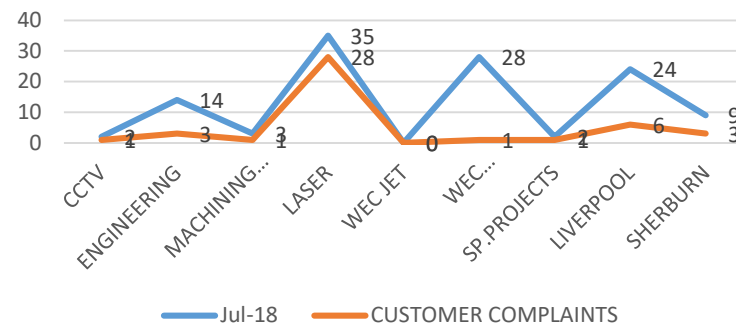
NCR'S/CUSTOMER COMPLAINTS -MAY 2018



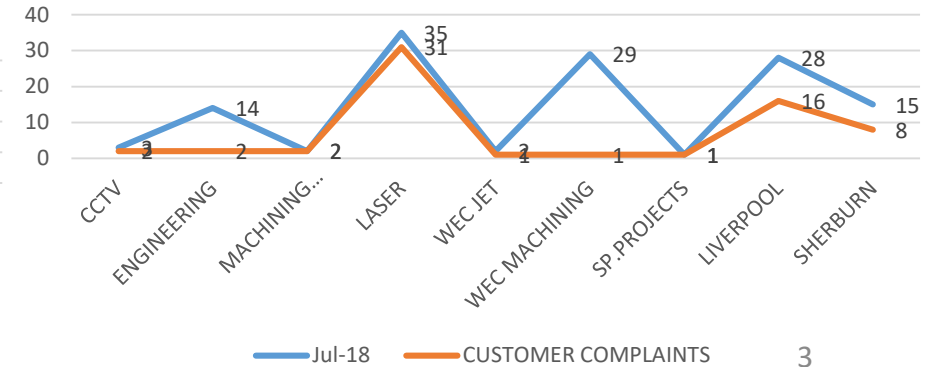
NCR'S/CUSTOMER COMPLAINTS -JUNE 2018



NCR'S/CUSTOMER COMPLAINTS -JULY 2018

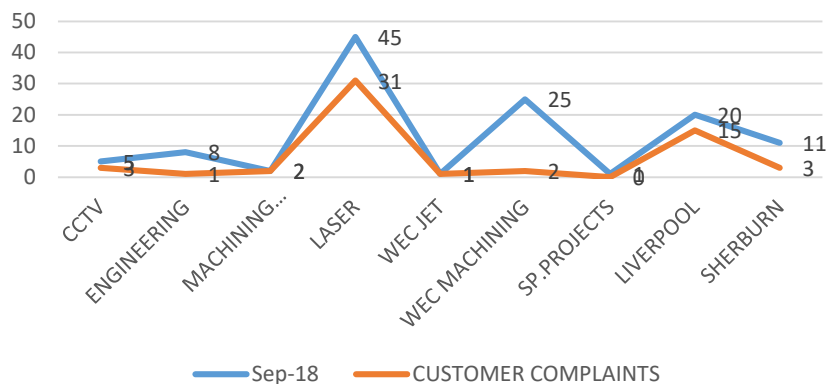


NCR'S/CUSTOMER COMPLAINTS -AUGUST 2018

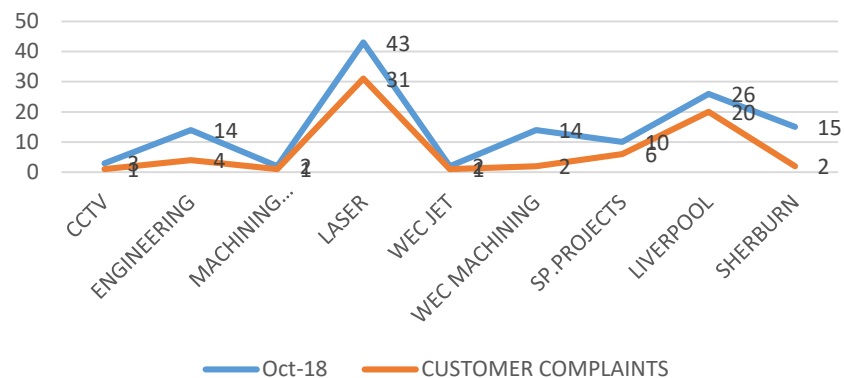


# NCR/customer complaints(2)

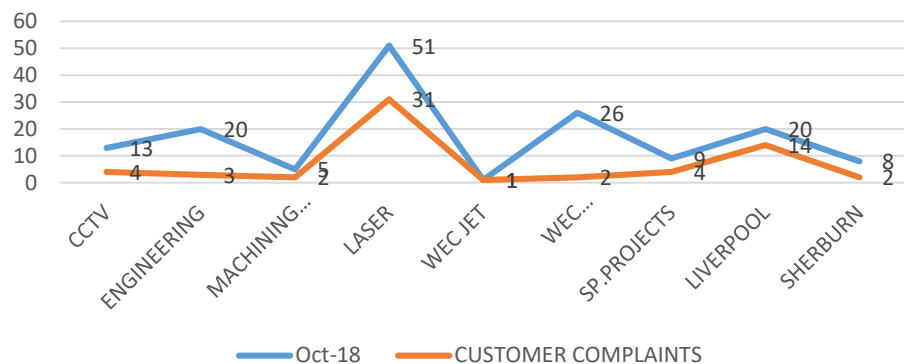
NCR'S/CUSTOMER COMPLAINTS - SEPTEMBER 2018



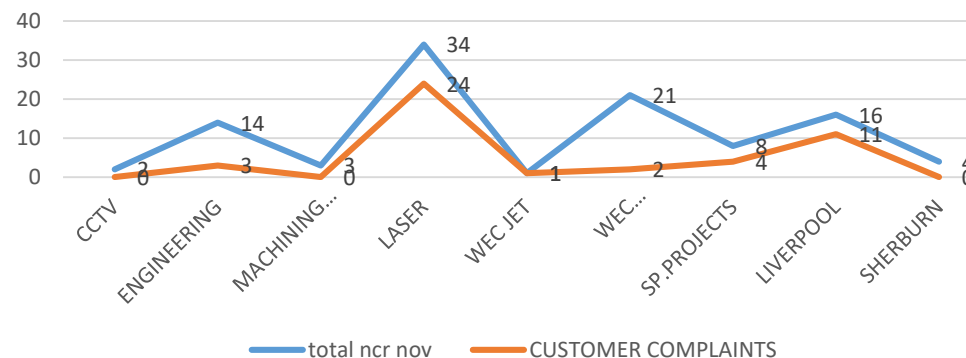
NCR'S/CUSTOMER COMPLAINTS -OCTOBER 2018



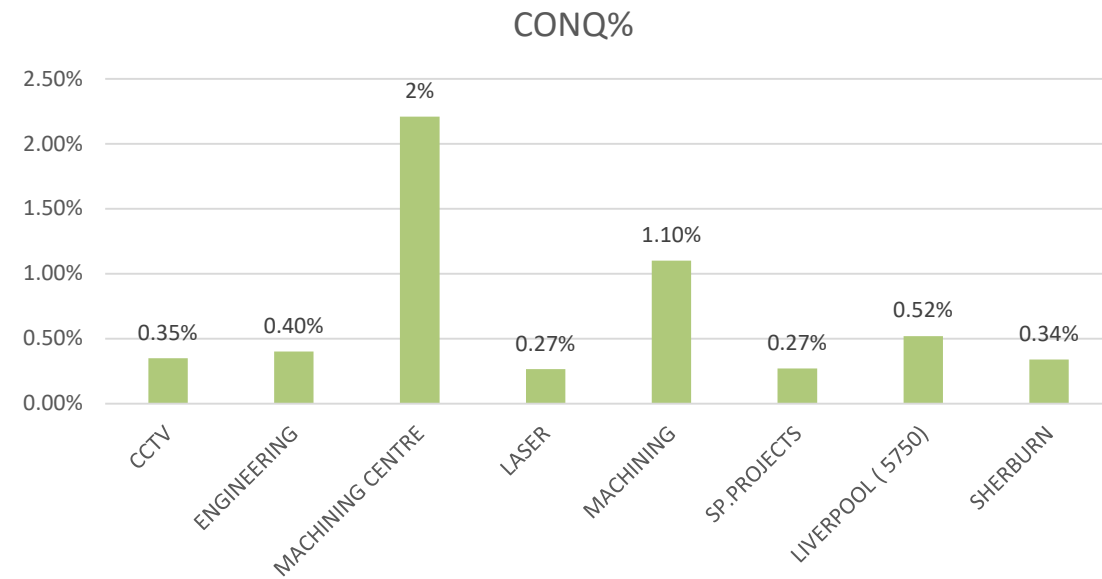
NCR'S/CUSTOMER COMPLAINTS -NOVEMBER 2018



NCR'S/CUSTOMER COMPLAINTS -DECEMBER 2018



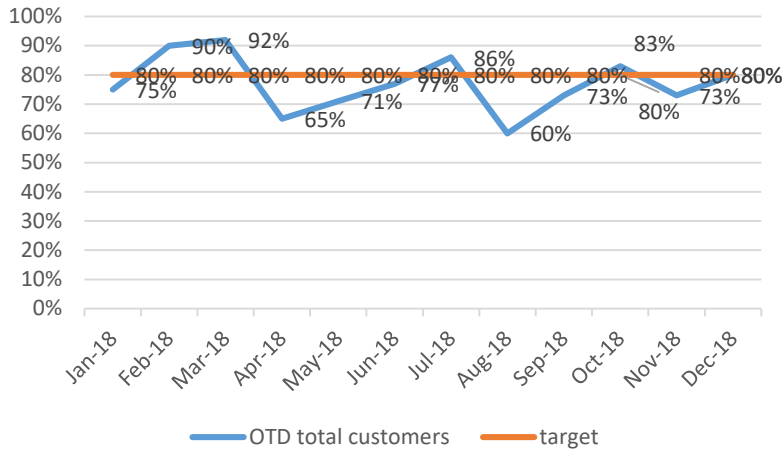
# COST OF NON-QUALITY-YTD



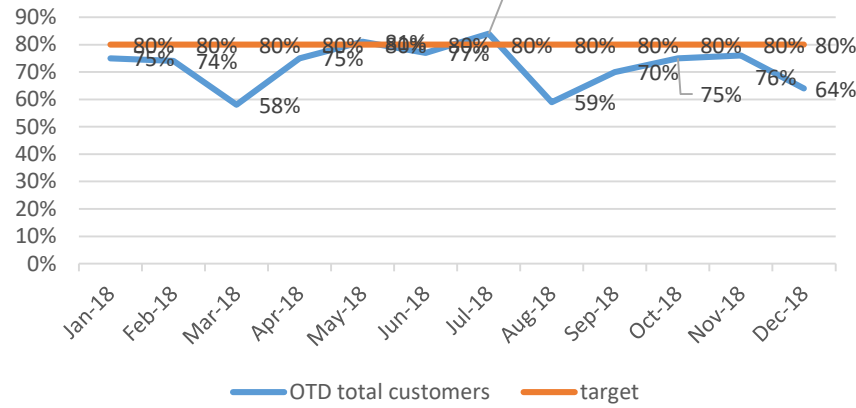
To a target of <1%

# OTD PER DEPARTMENT

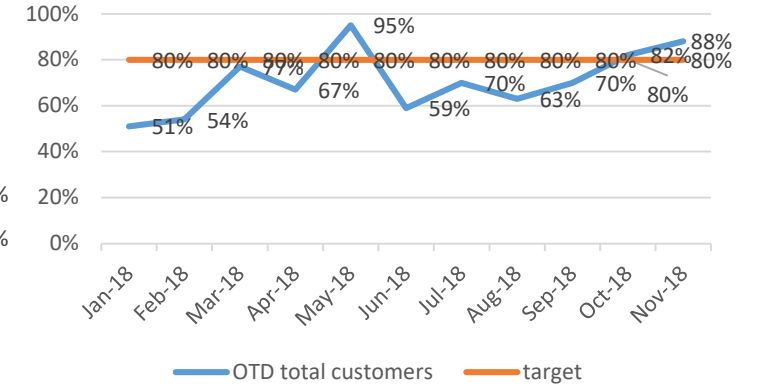
## OTD ENGINEERING



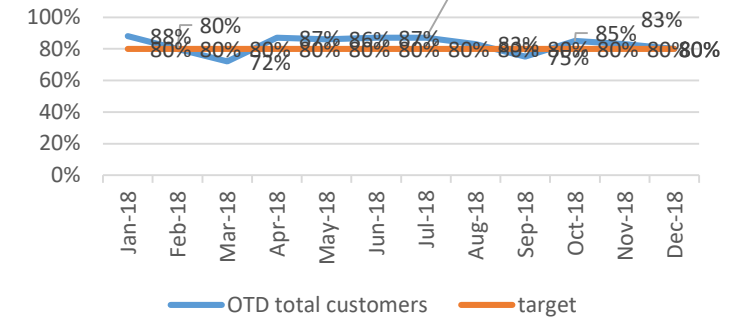
## OTD LASER



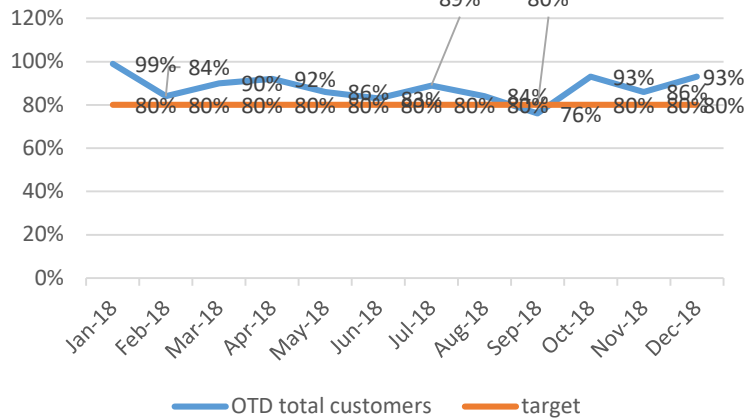
## OTD MACHINING CENTRE



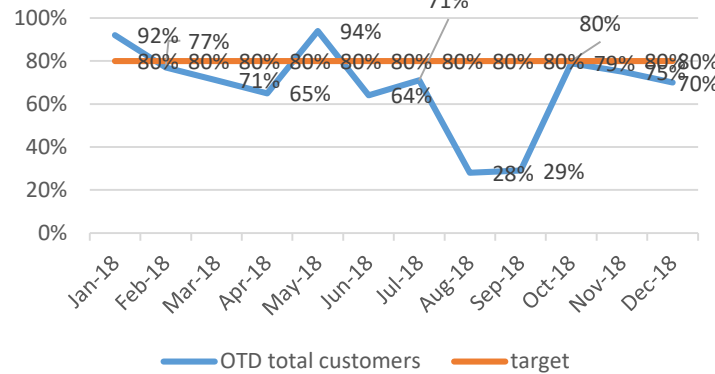
## OTD 5750



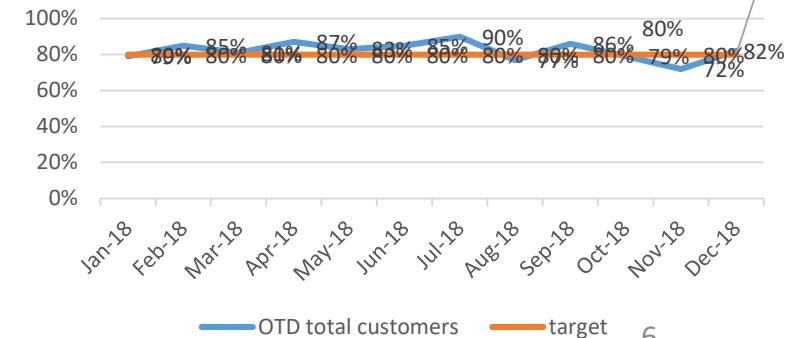
## OTD MACHINING



## OTD SP.PROJECTS

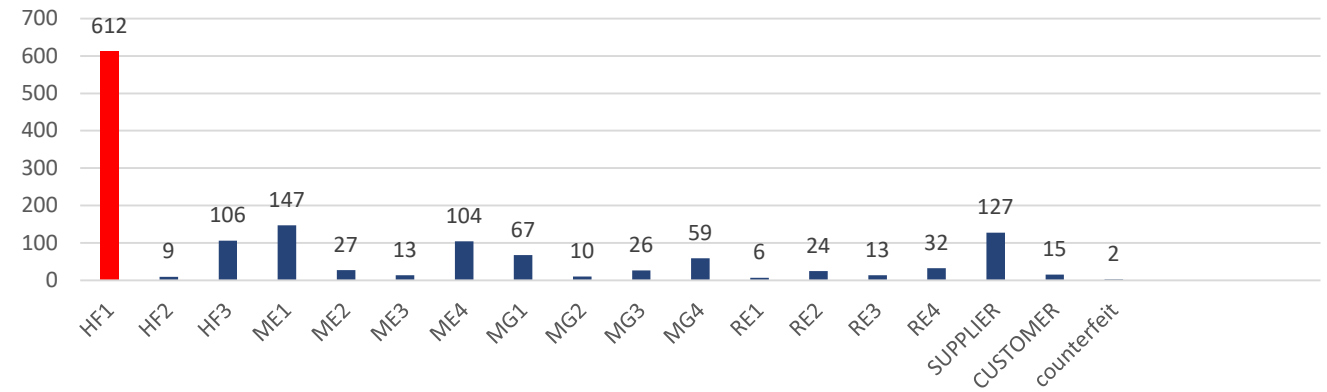


## OTD WEC JET



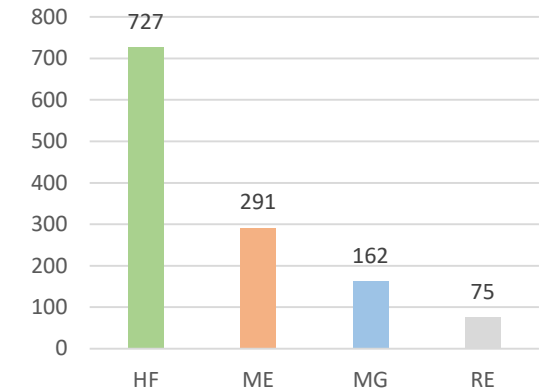
# Root causes

ROOT CAUSES YTD ( DECEMBER 2018)



Resources			Management			Methods			Human Factors		
Code	Title	Definition	Code	Title	Definition	Code	Title	Definition	Code	Title	Definition
RE1	Inadequate people capability.	Appropriate education, training or experience was not adequately determined, or competent people were not available.	MG1	Lack of training provision.	Identified training and competency requirements were not adequately deployed and/or sustained to meet the ongoing needs of the organization.	ME1	Lack of operational planning and control.	The organization did not adequately deploy planning and control activities to ensure that operational tasks were conducted in accordance with requirements.	HF1	Lack of attention or concentration.	A state of being unfocused or uninterested in the task.
RE2	Inadequate operating infrastructure.	Operating infrastructure such as utilities, information technology, buildings, transportation was not adequate to support operational requirements.	MG2	Unclear roles and responsibilities.	Authorities, responsibilities or duties lacked clarity or were not fully understood. As a result operational tasks and related authorities/approvals were improperly assigned.	ME2	Inadequate documented information.	Documented information did not clearly describe the applicable requirements for the process, product or service.	HF2	Pressure and stress.	A state of being overloaded or pressurised by urgent and changing or conflicting demands. A lack of time or resource to perform the task.
RE3	Inadequate operating environment.	Operating environment elements such as temperature, humidity, lighting, noise and cleanliness were not adequate to support operational requirements.	MG3	Inadequate organizational governance.	The organization did not determine or implement sufficient arrangements to ensure continued application effectiveness of the QMS and its processes.	ME3	Inadequate control of documented information.	Documented information was not adequately maintained, retained or made available to demonstrate effective control.	HF3	Distraction.	A state caused by being disturbed or side-tracked by other people or by any other disruption in the workplace.
RE4	Inadequate provision of equipment.	Equipment was not capable of meeting and sustaining operational requirements, or was not adequately controlled or available.	MG4	Inadequate communication.	Key information was not adequately communicated within the organization within a timeframe that makes the information relevant and allows for feedback as required.	ME4	Inadequate verification or validation of process, product or service.	Verification/validation activities were not conducted in accordance with the stated requirements.	HF4	Fatigue.	A state caused by being physically and / or mentally tired as a result of workplace ergonomics, workload, working hours, personal situations etc.

ROOT CAUSES BY SECTOR



# TOP SCORE

Dec-18							
DEPARTMENT	CONQ	DEPARTMENT	OTD	DEPARTMENT	% CUSTOMER COMPLAINTS	LEVER SCORING	TOTAL SCORE NOVEMBER 2018- TOP
WEC JET	0.21%	SHERBURN	100%	CCTV	0%	9	SHERBURN=23
LASER	0.27%	CCTV	100%	SHERBURN	0%	8	CCTV=22
SP.PROJECTS	0.27%	WEC MACHINING	93%	MACHINING CENTRE	0%	7	WEC MACHINING=15
SHERBURN	0.34%	MACHINING CENTRE	88%	WEC MACHINING	9%	6	WEC JET=15
CCTV	0.35%	WEC JET	82%	ENGINEERING	21%	5	MACHINING CENTRE=14
ENGINEERING	0.40%	ENGINEERING	80%	SP.PROJECTS	50%	4	ENGINEERING=13
5750	0.52%	5750	80%	5750	69%	3	SP.PROJECTS=13
WEC MACHINING	1.10%	SP.PROJECTS	70%	LASER	70%	2	LASER=11
MACHINING CENTRE	2.00%	LASER	64%	WEC JET	100%	1	5750=9



# 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	4

# 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	SP.PROJECTS	SHERBURN	WEC JET	ENGINEERING	SHERBURN	SHERBURN	SP.PROJECTS	SHERBURN