# WEC NEW DASHBOARD

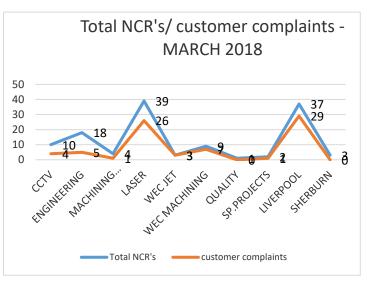
June 2018

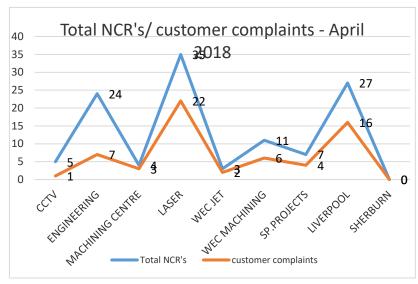
#### **SHEQ Scorecard**

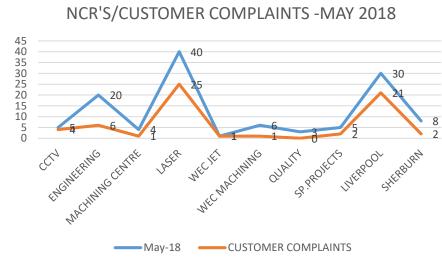
#### **MARCH 2018**

|  |   | Stat<br>us   | Trer            |              |  |
|--|---|--|-----------------|--------------|--|
| Subject  |   | Actions  | Sta<br>us       | <b>⊢</b> ⊽   |  |
| Audits, Events, Assessments Problems (NCR's) Actions         | Audits Overdue Major NC raised this month= Minors for all departments = Open Actions Overdue Outstanding actions for : non- | 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<br>progress  |              |  |
| Concessions  | Expired without resolution<br>Extended without Action Pla<br>Regular Reviews  | none<br>n None<br>None   |                 |              |  |
| New/ amended/ deleted documents on Document Control Database | Revised system documents: Awaiting signature > 2 - non Pending: none Need to revise the Fatigue pr reporting                | e rocedure for Rail and training on changes for Sentinel updates and CIRAS   |                 | complet<br>e |  |
| Calibration  | Overdue : CCTV- 5; Engineeri  | Review with each department  | In<br>progress  |              |  |
| Training & Competence  | Competences & Assessments<br>Machining-5; Sp.Projects-5; (  | More new people and no assessments of competences/ address with head of departments – in top managers meeting                                  | In<br>progress  | $\Box$       |  |
| Customer Satisfaction (Complaints, Surveys, etc.)            | Satisfaction Surveys<br>Complaint actions overdue   | = 0  |                 |              |  |
| Facilities Management  | PPM Maintenance<br>Unplanned tasks  | Overdue Tasks = none<br>None   | To the schedule |              |  |
| Org chart  | Organisation Chart  | Last update <3 month ago / no known changes required   |                 |              |  |
| Supplier Quality   | Top 5 suppliers (including re<br>Steel plate and section-Perfo  | Address by Purchasing with suppliers   |                 |              |  |
| Railway Safety Issue Resolution<br>(Inc. Operational Safety) | Railway Safety Issues   | None   |                 |              |  |
| EHS  | Near misses YTD Minor accidents YTD Lost Time Accidents Close Calls Environment   | 9 10 Recorded this month = 0 Accident rate =0.29% 0 No Issues  |                 | 2            |  |

# NCR's/ customer complaints



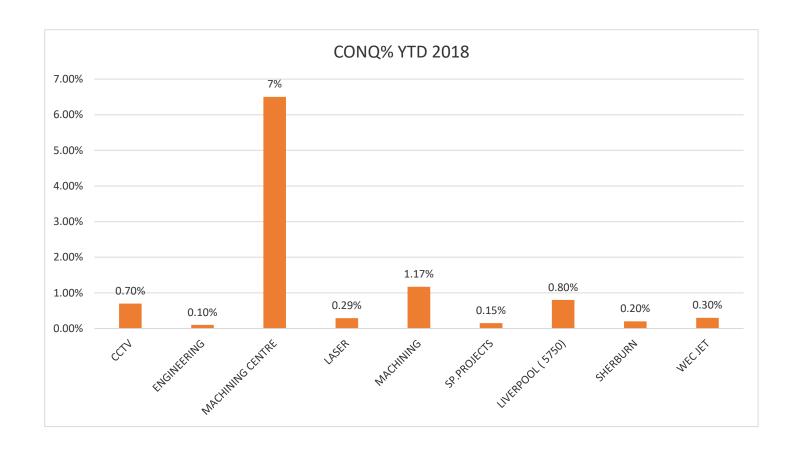




#### NCR'S/CUSTOMER COMPLAINTS -JUNE 2018

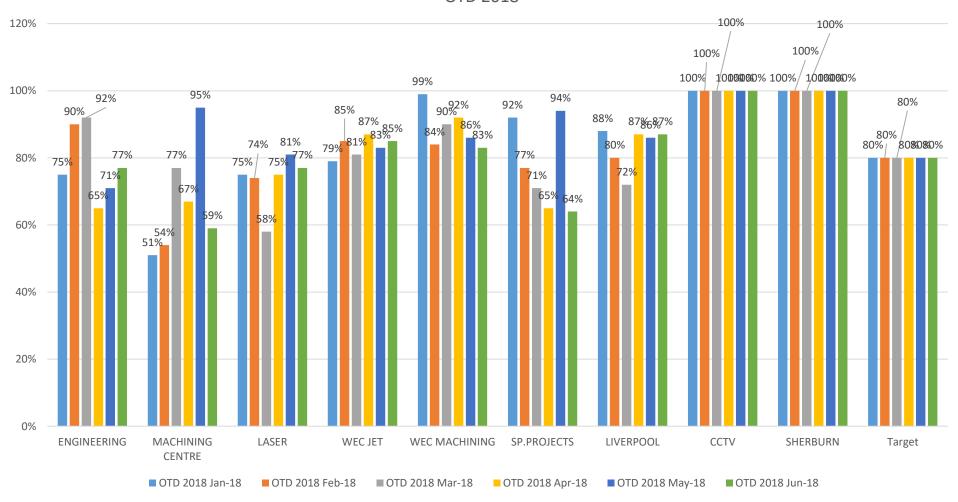


# COST OF NON-QUALITY-YTD



## OTD

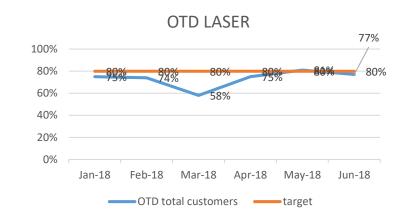


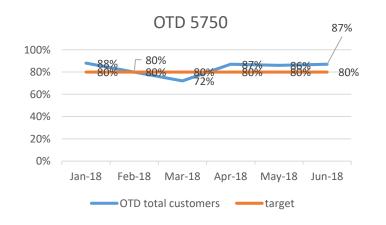


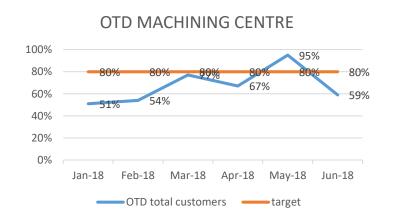
### OTD PER DEPARTMENT

# OTD ENGINEERING 100% 80% 90% 90% 80% 80% 80% 60% 40% 20%

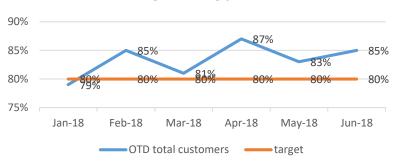
OTD total customers ——target

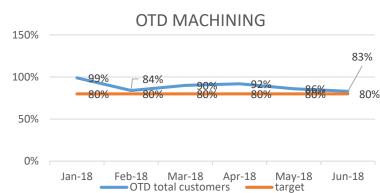




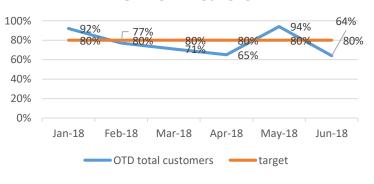


#### **OTD WEC JET**

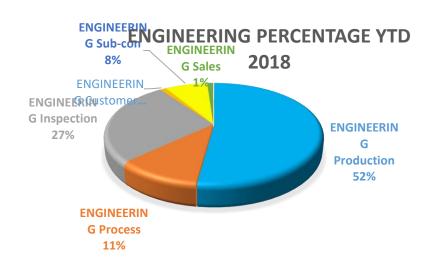


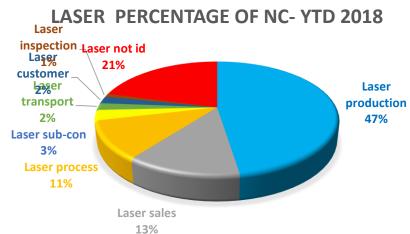


#### **OTD SP.PROJECTS**

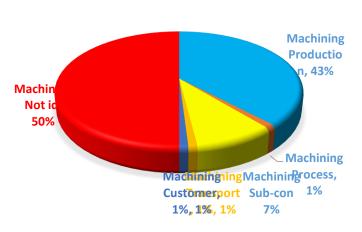


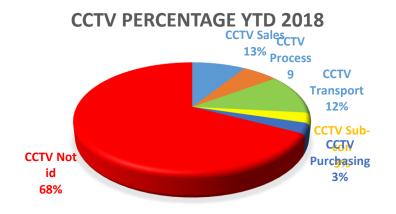
# NCR's per process for Divisions

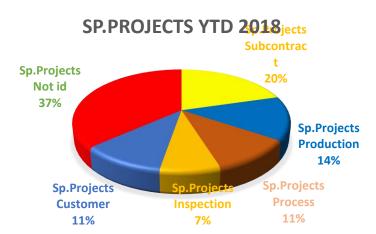




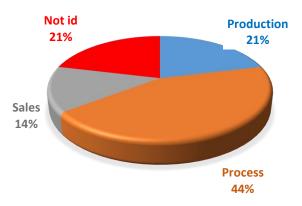






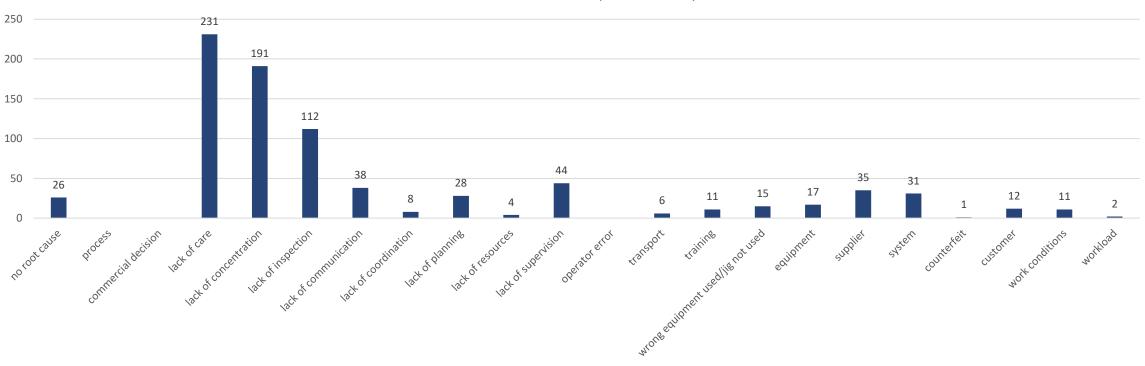


#### **WEC JET PERCENTAGE YTD**



## Root causes





# TOP SCORE

| Jun-18              |       |                     |      |                     |                       |                  |                                |
|---------------------|-------|---------------------|------|---------------------|-----------------------|------------------|--------------------------------|
| DEPARTMENT          | CONQ  | DEPARTMENT          | OTD  | DEPARTMENT          | % CUSTOMER COMPLAINTS | LEVER<br>SCORING | TOTAL SCORE MARCH<br>2018- TOP |
| ENGINEERING         | 0.10% | SHERBURN            | 100% | CCTV                | 0%                    | 9                | SHERBURN=23                    |
| SP.PROJECTS         | 0.15% | CCTV                |      | MACHINING<br>CENTRE | 0%                    | 8                | CCTV=21                        |
| SHERBURN            | 0.20% | 5750                | 87%  | SHERBURN            | 16%                   | 7                | ENGINEERING=17                 |
| LASER               | 0.29% | WEC JET             | 85%  | MACHINING           | 16%                   | 6                | WEC JET=16                     |
| WEC JET             | 0.30% | MACHINING           | 83%  | WEC JET             | 20%                   | 5                | MACHINING=13                   |
| CCTV                | 0.70% | ENGINEERING         | 77%  | ENGINEERING         | 23%                   | 4                | SP.PROJECTS=13                 |
| 5750                | 0.80% | LASER               | 77%  | SP.PROJECTS         | 50%                   | 3                | 5750=12                        |
| MACHINING           | 1.17% | SP.PROJECTS         | 64%  | 5750                | 69%                   | 2                | LASER=10                       |
| MACHINING<br>CENTRE | 7.00% | MACHINING<br>CENTRE | 59%  | LASER               | 76%                   | 1                | MACHINING CENTRE=10            |

## 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            | 7             |
| 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     | SP.PROJECTS | SHERBURN |         |        |         |        |        |        |
|        |             |             |          |             |          |         |        |         |        |        |        |