WEC NEW DASHBOARD

MAY 2019

SHEQ Scorecard

April 2019

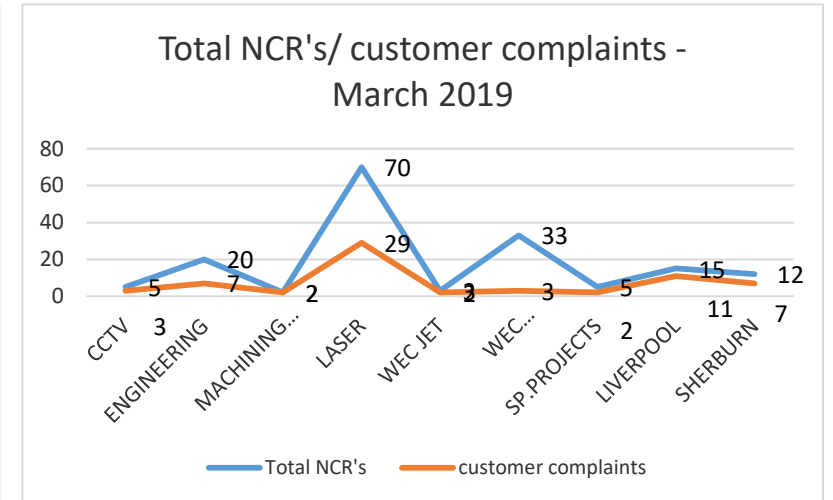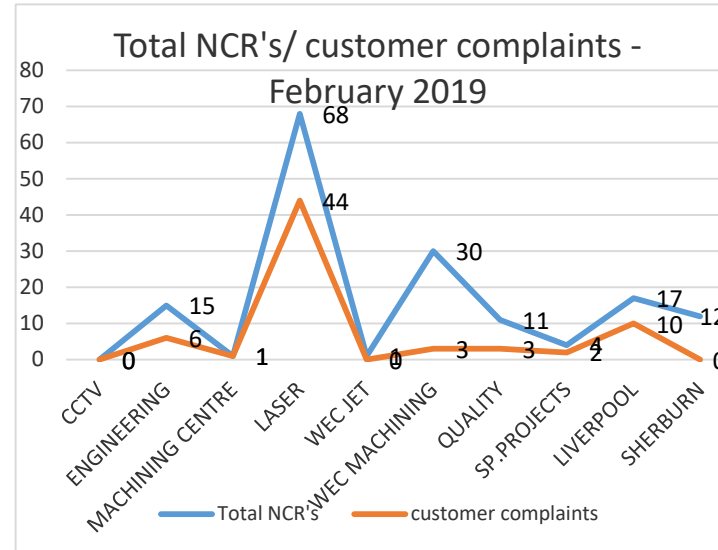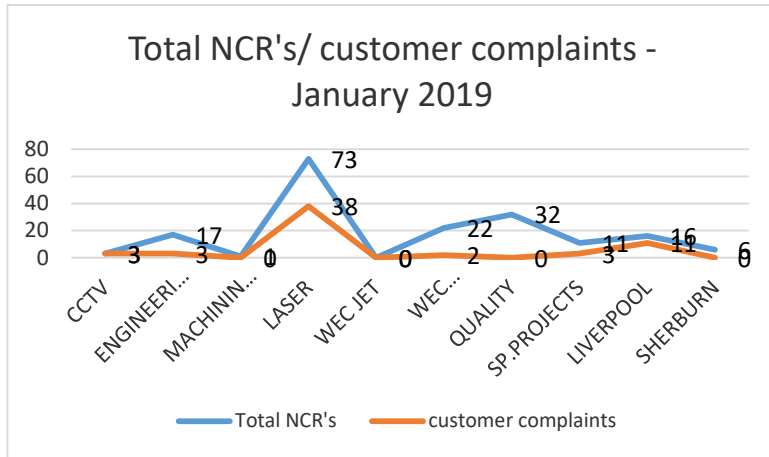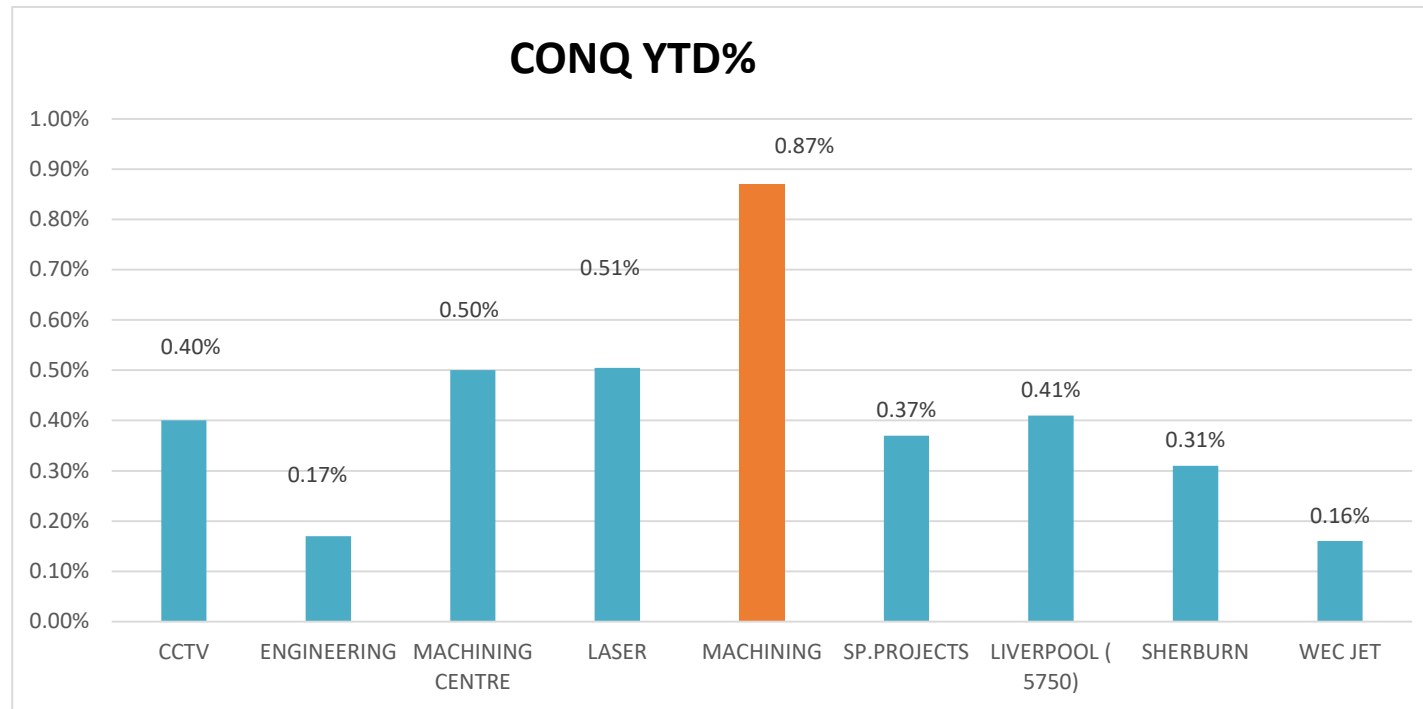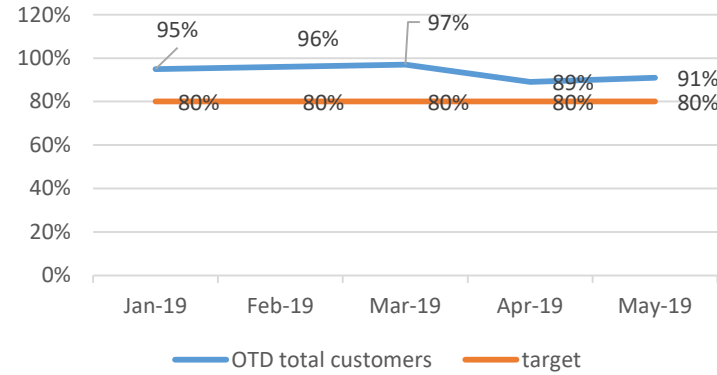| Subject	Targets	Actions	Status	Trend
Audits, Events, Assessments Problems (NCR's) Actions	**Audits Overdue- Laser <0%**	Discuss with all departments QA's in the weekly Quality meeting to review all issues and close the complete one s. Average closure of 20 days.	in progress	
Concessions	**Expired without resolution** none **Extended without Action Plan** -none **Regular Reviews Rolls Royce on 8D reports- to be closed by RR in May**		in progress	
New/ amended/ deleted documents on Document Control Database	**Revised system documents:** **Awaiting signature > - none** **Pending: NONE** **Business Excellence Manual updated to rev.29**		in progress	
Calibration	**Overdue : Laser- 10 measurement items (verniers, protractor)**	Review with each department	In progress	
Training & Competence	**Competences & Assessments - outstanding: 3- Engineering; 29- Laser; 8- Special Projects;1- Machining**	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 - 2 feed-backs for CCTV**			
Facilities Management	**PPM Maintenance** Overdue Tasks = none **Unplanned tasks** None	To the schedule		
Org chart	**Organisation Chart** No changes required			
Supplier Quality	**Top 5 suppliers (including remote sites)**-Performance at 99%- Worst supplier for January 2019- Laser; February- Laser; march – Laser, SMF, SGS, Perfect Bore Manufacturing, CCTV, Powder Coating, DNA-**PERFORMANCE AT 93%**	Address by Purchasing with suppliers/ Quality meetings wit Laser Riverside on missing parts		
Railway Safety Issue Resolution (Inc. Operational Safety)	**Railway Safety Issues None/ No work for rail**			
EHS	**Near misses YTD 5** **Minor accidents YTD 19** **Lost Time Accidents** Recorded this month = 5 Accident rate = 6.5% **Close Calls** 0			2

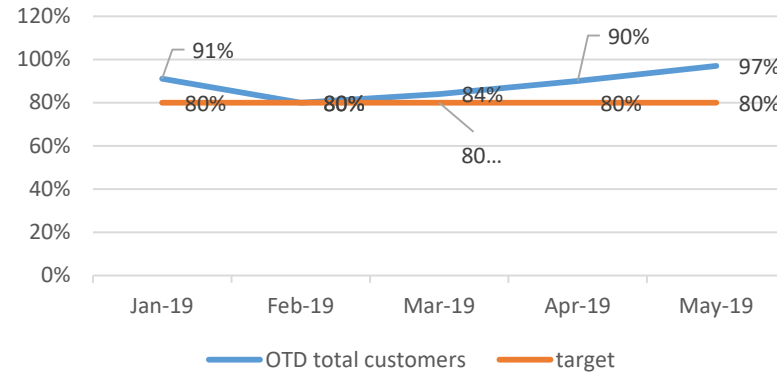# NCR/customer complaints

3

COST OF NON-QUALITY-YTD

CONQ YTD%

Category	Value
CCTV	0.40%
ENGINEERING	0.17%
MACHINING CENTRE	0.50%
LASER	0.51%
MACHINING	0.87%
SP.PROJECTS	0.37%
LIVERPOOL (5750)	0.41%
SHERBURN	0.31%
WEC JET	0.16%
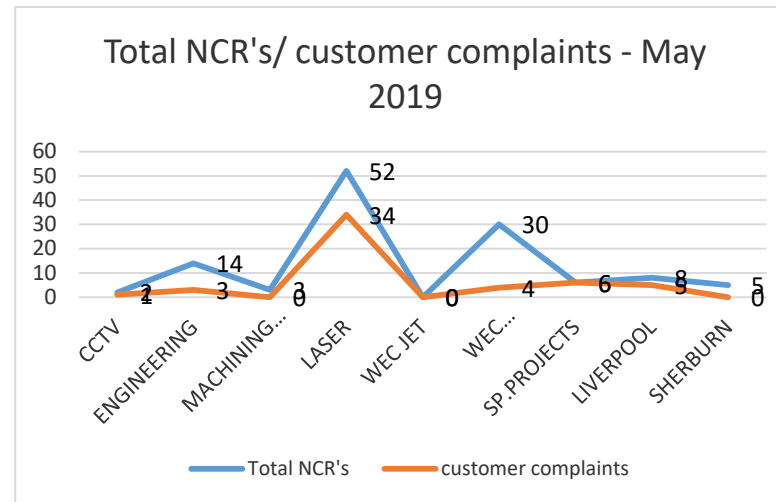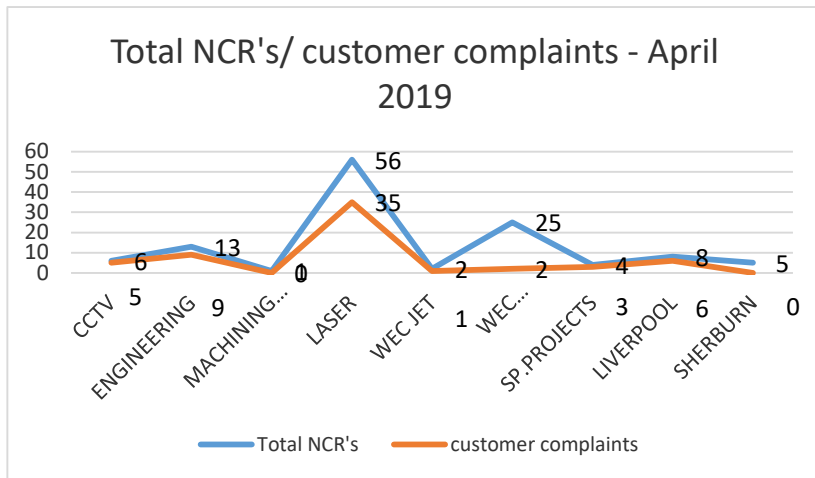
To a target of <1%

OTD AGREED PER DEPARTMENT 2019

OTD 5750 — OTD total customers: 95%, 96%, 97%, 89%, 91%; target: 80%, 80%, 80%, 80%, 80%

OTD ENGINEERING — OTD total customers: 91%, 80%, 84%, 90%, 97%; target: 80%, 80%, 80%, 80%, 80%

OTD LASER — OTD total customers: 74%, 84%, 93%, 94%, 94%; target: 80%, 80%, 80%, 80%, 80%

OTD MACHINING — OTD total customers: 80%, 94%, 96%, 91%, 99%; target: 80%, 80%, 80%, 80%, 80%

OTD LARGE MACHINING — OTD total customers: 53%, 87%, 99%, 97%, 98%; target: 80%, 80%, 80%, 80%, 80%

OTD WEC JET — OTD total customers: 100%, 100%, 100%, 100%, 100%; target: 80%, 80%, 80%, 80%, 80%
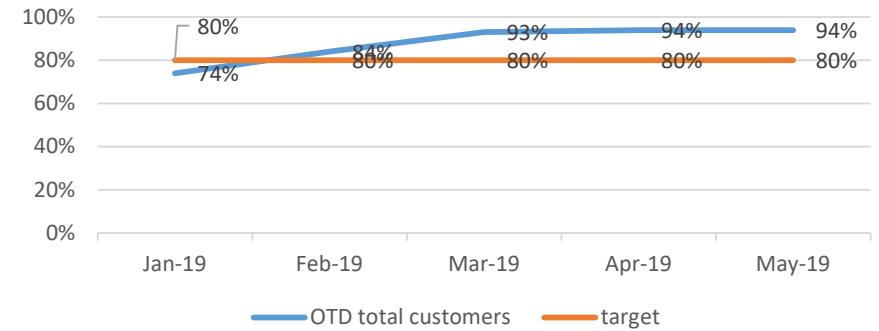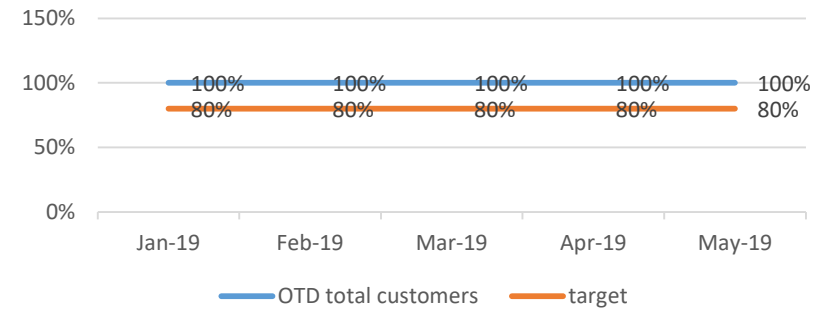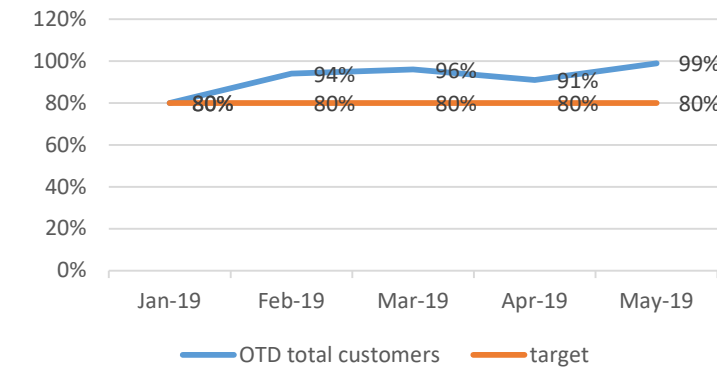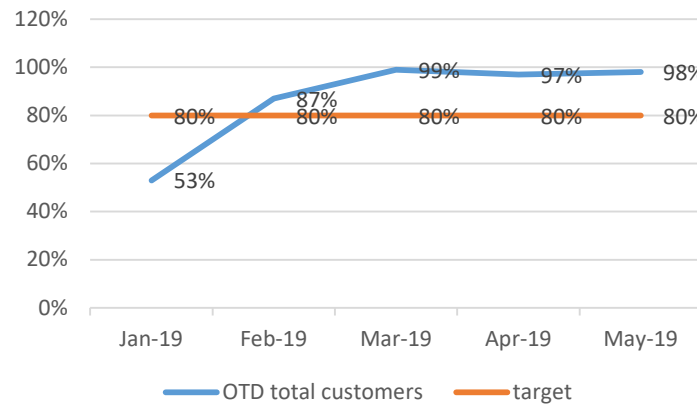
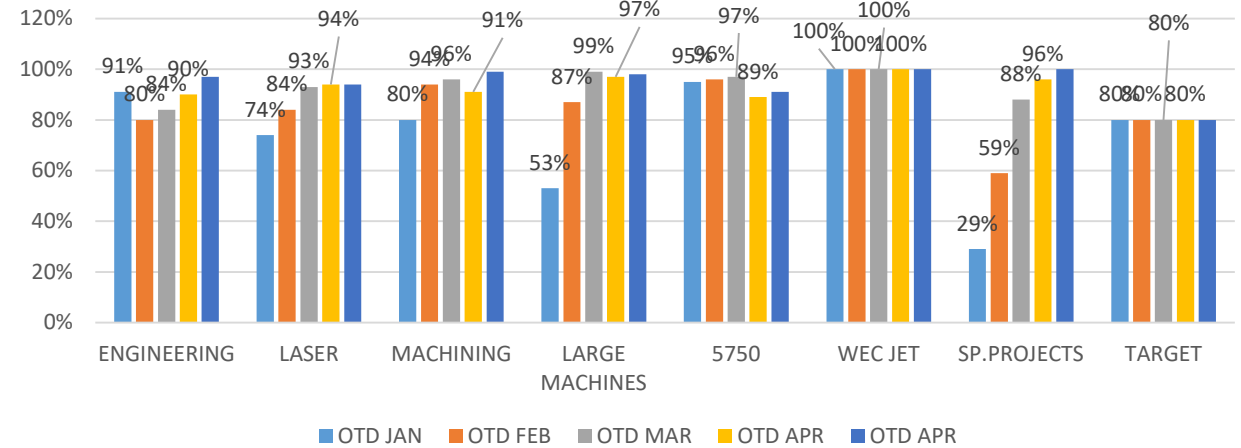OTD SPECIAL PROJECTS — OTD total customers: 29%, 59%, 88%, 96%, 100%; target: 80%, 80%, 80%, 80%, 80%
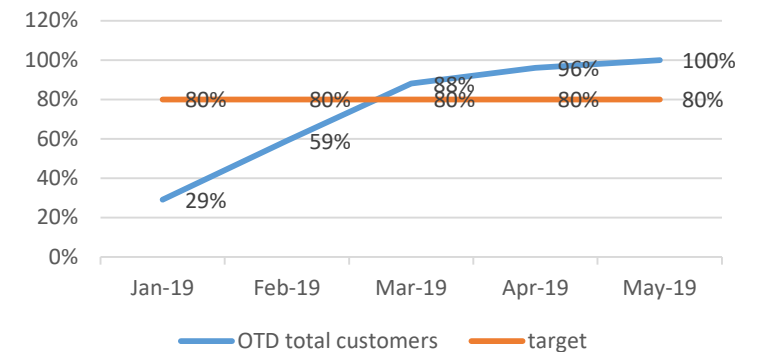
OTD

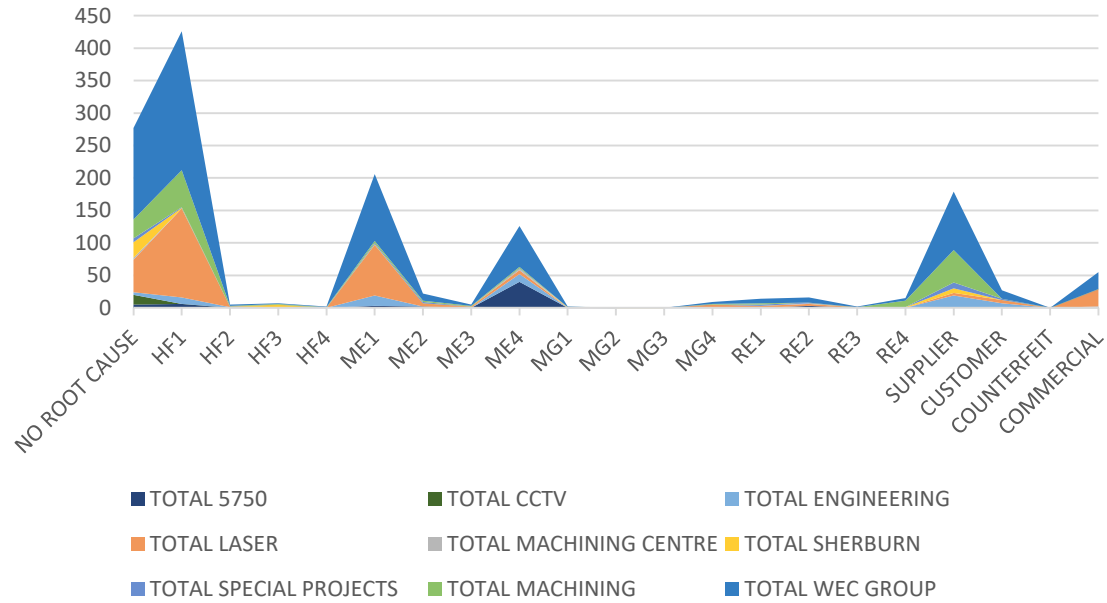|	OTD CRITERIA REAL	OTD CRITERIA AGREED
	TOTAL ORDERS	TOTAL ORDERS
		ON TIME ORDERS+ UP TO 2 DAYS LATE + 3-7 DAYS
	ON TIME ORDERS	LATE
	UP TO 2 DAYS LATE	0
	3-7 DAYS LATE	0
	OVER 7 DAYS LATE	OVER 7 DAYS LATE

OTD INITIAL
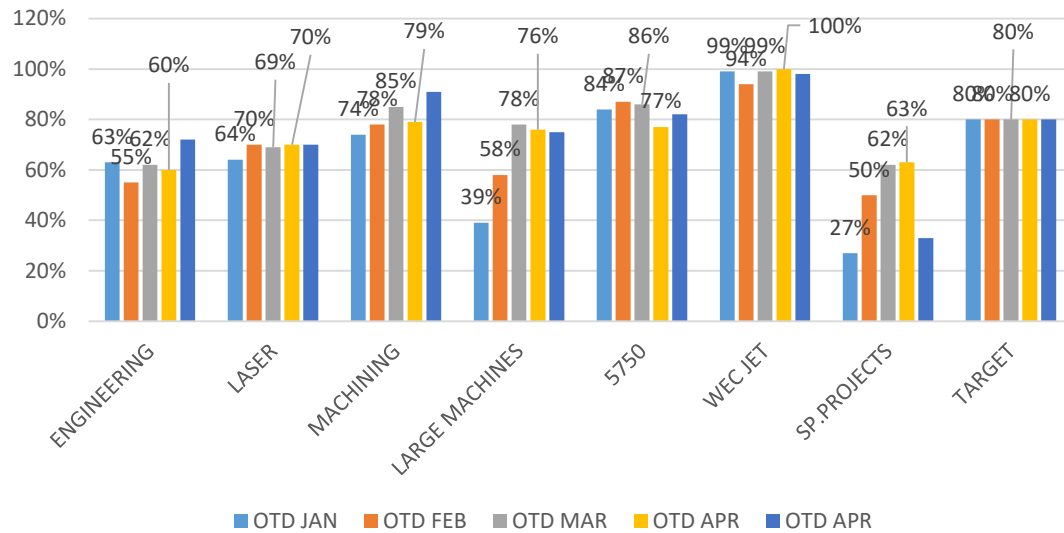
OTD AGREED

Root causes

ROOT CAUSES 2019-YTD

Legend:
- TOTAL 5750
- TOTAL CCTV
- TOTAL ENGINEERING
- TOTAL LASER
- TOTAL MACHINING CENTRE
- TOTAL SHERBURN
- TOTAL SPECIAL PROJECTS
- TOTAL MACHINING
- TOTAL WEC GROUP
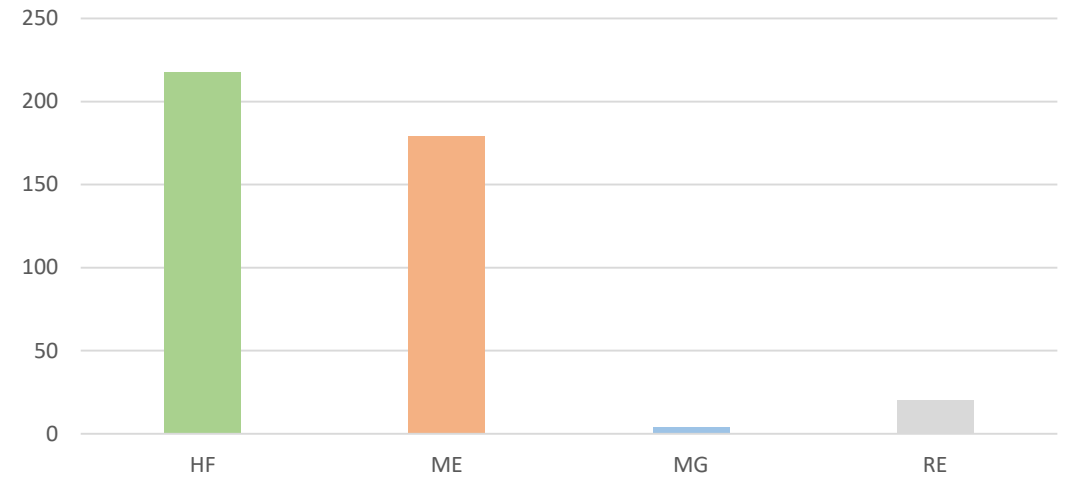
SECTOR	HF	ME	MG	RE
NO	218	179	4	20

ROOT CAUSES BY SECTOR

TOP SCORE

May-19							
DEPARTMENT	CONQ	DEPARTMENT	OTD	DEPARTMENT	% CUSTOMER COMPLAINTS	LEVEL SCORING	TOTAL SCORE NOVEMBER 2018- TOP
WEC JET	0.16%	SHERBURN	100%	SHERBURN	0%	9	SHERBURN=25
ENGINEERING	0.17%	CCTV	98%	LARGE MACHINES	0%	8	WEC JET=23
SHERBURN	0.31%	WEC JET	98%	WEC JET	0%	7	CCTV=17
SP.PROJECTS	0.37%	MACHINING	91%	WEC MACHINING	13%	6	ENGINEERING=16
CCTV	0.40%	LIVERPOOL	82%	ENGINEERING	21%	5	LARGE MACHINES=15
LIVERPOOL	0.41%	LARGE MACHINES	75%	CCTV	50%	4	MACHINING=13
LARGE MACHINES	0.50%	ENGINEERING	72%	LIVERPOOL	63%	3	LIVERPOOL=12
LASER	0.51%	LASER	70%	LASER	65%	2	SP.PROJECTS=8
MACHINING	0.87%	SP.PROJECTS	33%	SP.PROJECTS	100%	1	LASER=6

Effectiveness of audits

department	Ncr's in 2019	Ncr's in 2018
MACHINING	13	17
ENGINEERING	5	10
5750	8	13
CENTRAL FUNCTIONS		6
SP.PROJECTS	6	3
WEC JET		4
SHERBURN	7	11
LASER		20
MACHINING CENTRE	1	4
CCTV	4	11
HTA	8	15

Quality AWARD for the month

JAN-19	FEB-19	MARCH-19	APRIL-19	MAY-19	JUNE-19	JULY-19	AUG-19	SEPT-19	OCT-19	NOV-19	DEC-19
SHERBURN	SHERBURN, CCTV	CCTV	SHERBURN	SHERBURN							