

WEC NEW DASHBOARD

NOVEMBER 2019

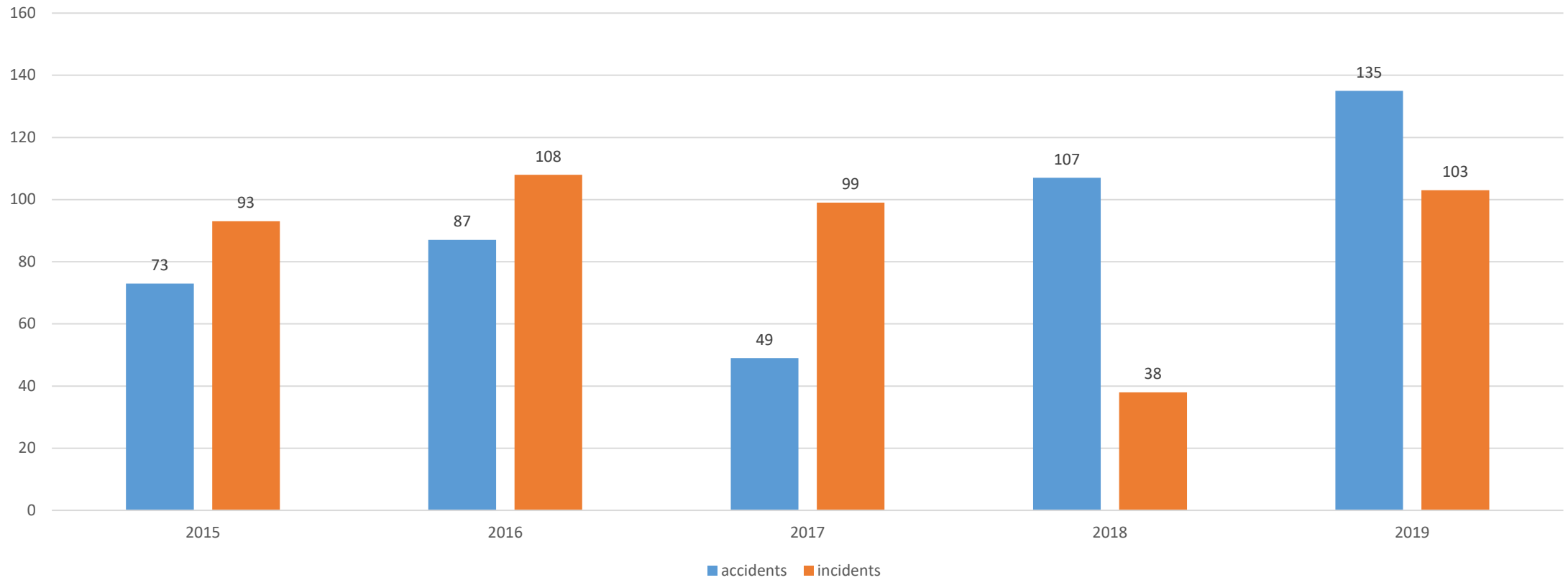
SHEQ Scorecard

November 2019

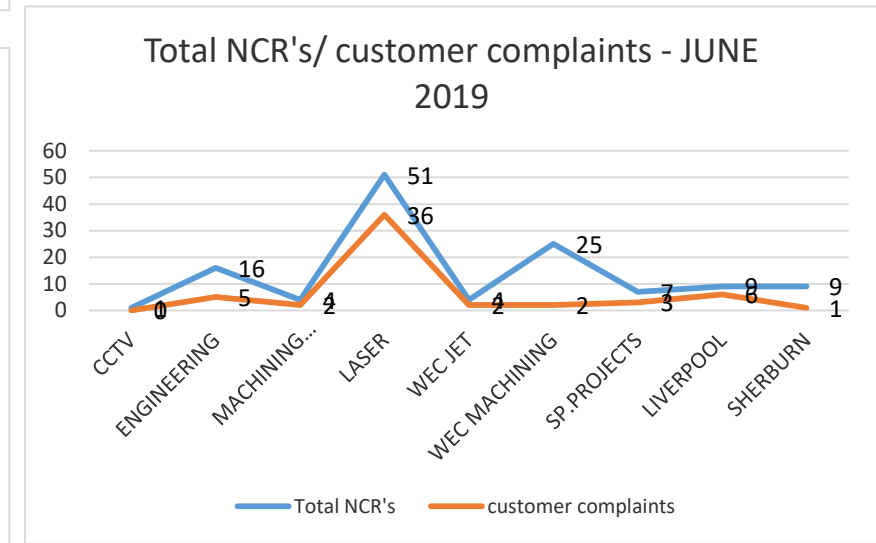
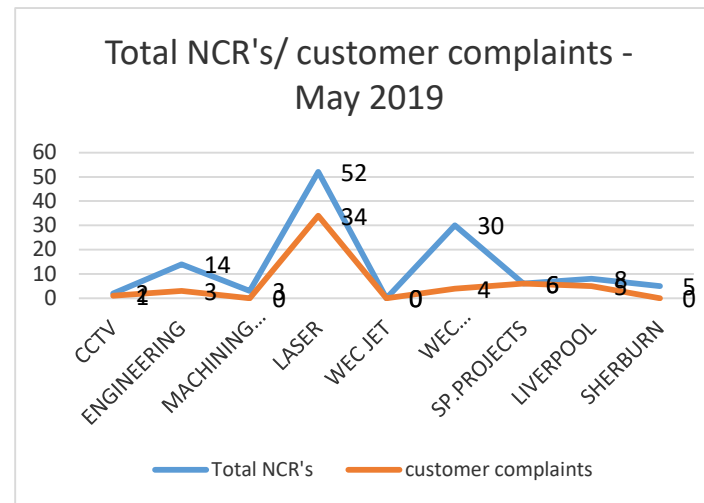
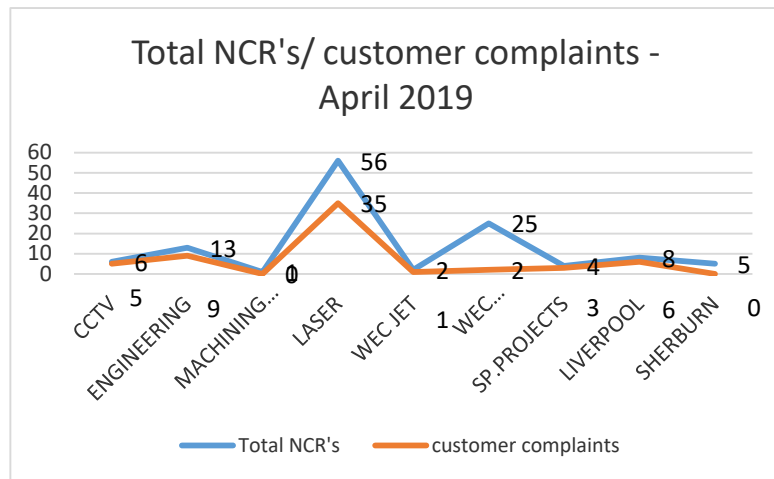
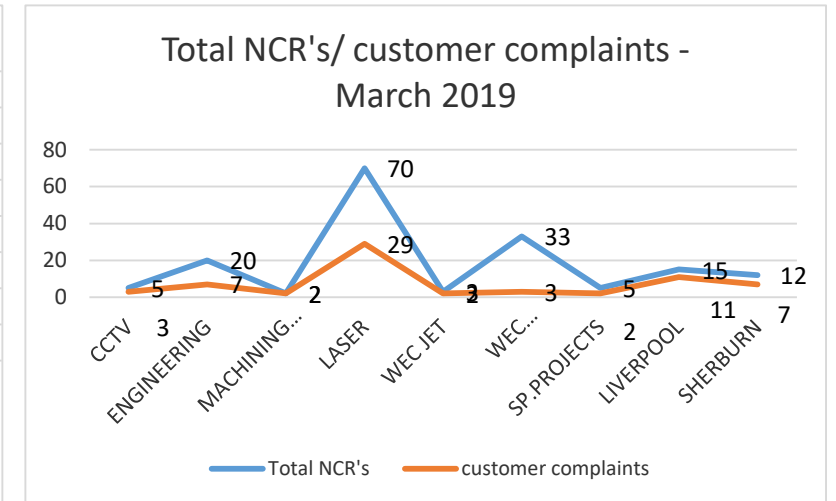
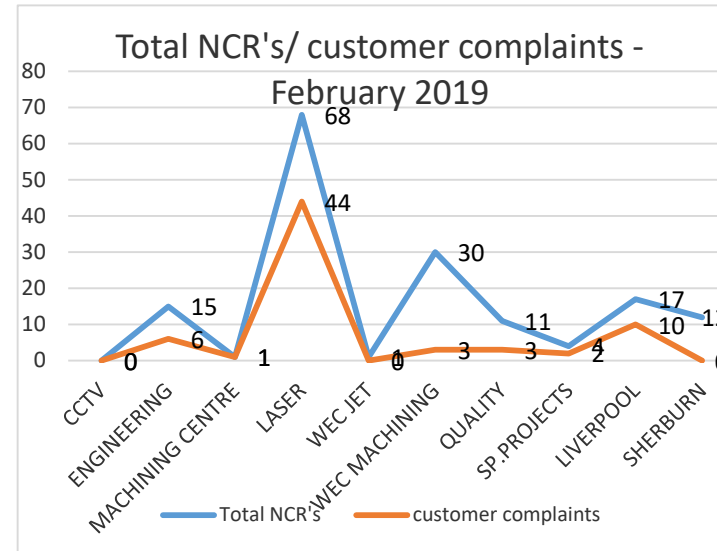
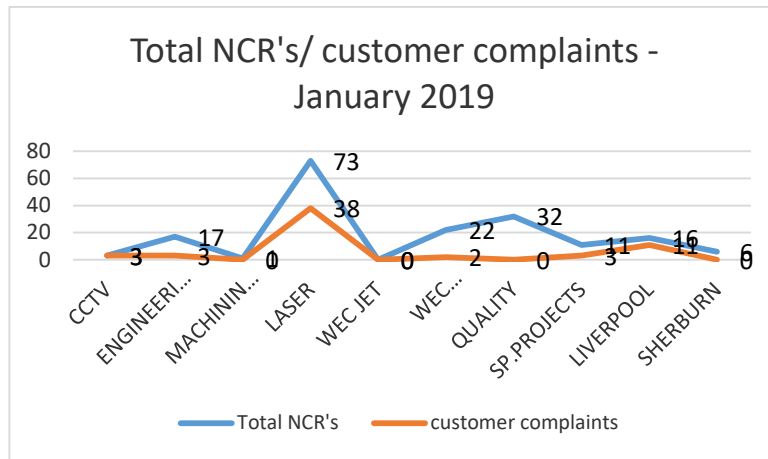
Subject	Targets	Actions	Stat us	Tren d
Audits, Events, Assessments Problems (NCR's) Actions	Audits Overdue- none <0% In December: CCTV, Sp.Projects, Training School, Laser, Machining Started to do Health & Safety audits to the existing checklist: Engineering, Sherburn, 5750, Special Projects, CCTV	Discuss 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 Regular Reviews		in progress	
New/ amended/ deleted documents on Document Control Database	Revised system documents: Update on Business Excellence Manual to issue 31. Pending: none		in progress	
Calibration	Overdue : welding sets in Training Academy	Review with each department	In progress	
Training & Competence	Competences & Assessments – all up-to-date		Good progress	
Customer Satisfaction (Complaints, Surveys, etc.)	Satisfaction Surveys -			
Facilities Management	PPM Maintenance Overdue Tasks = none Unplanned tasks None	To the schedule		
Org chart	Organisation Chart Updated the organization chart for welding to EN 15085			
Supplier Quality	Top 5 suppliers (including remote sites)- PERFORMANCE AT 98 % (suppliers with issues: WEC Laser, Premier Steel)	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 103 Minor accidents YTD 135 RIDDOR=4 Lost Time Accidents Recorded this month = 0 Accident rate = 6.77% Close Calls 0 Environment No Issues		2	

H&S KPI's YTD

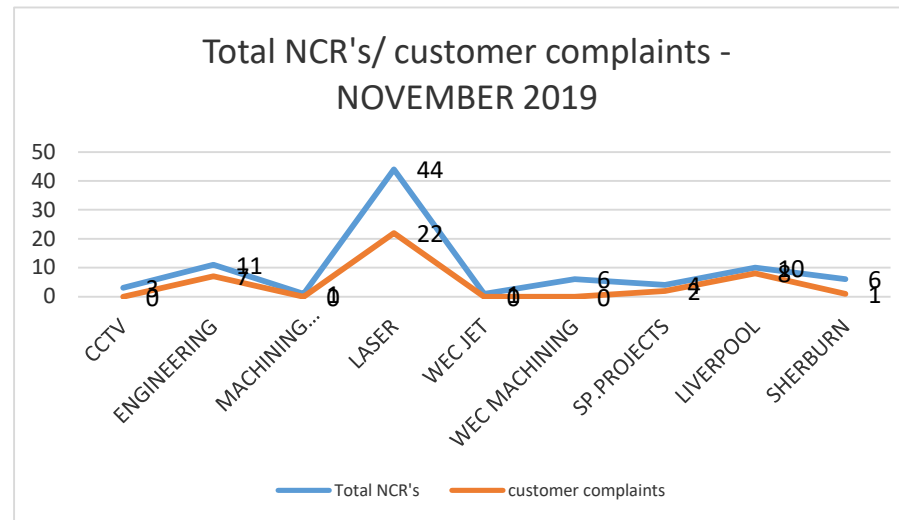
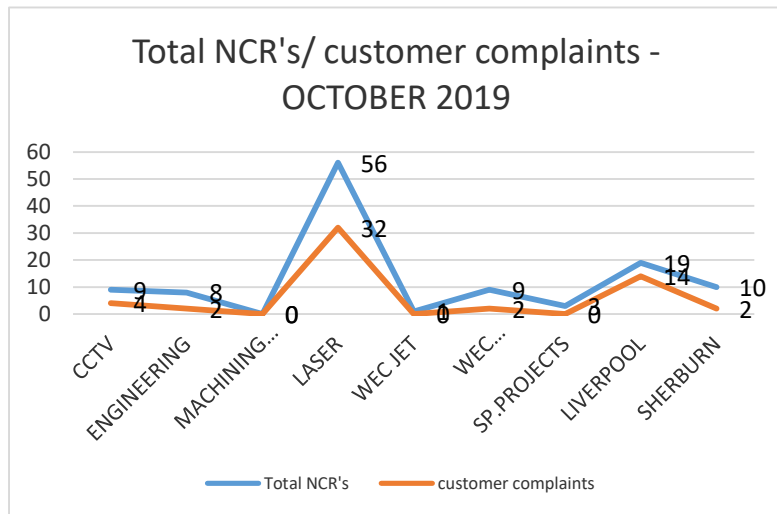
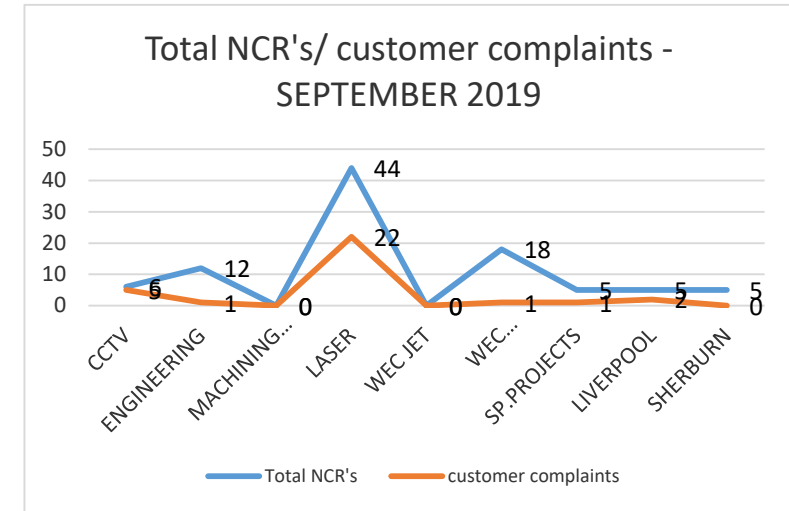
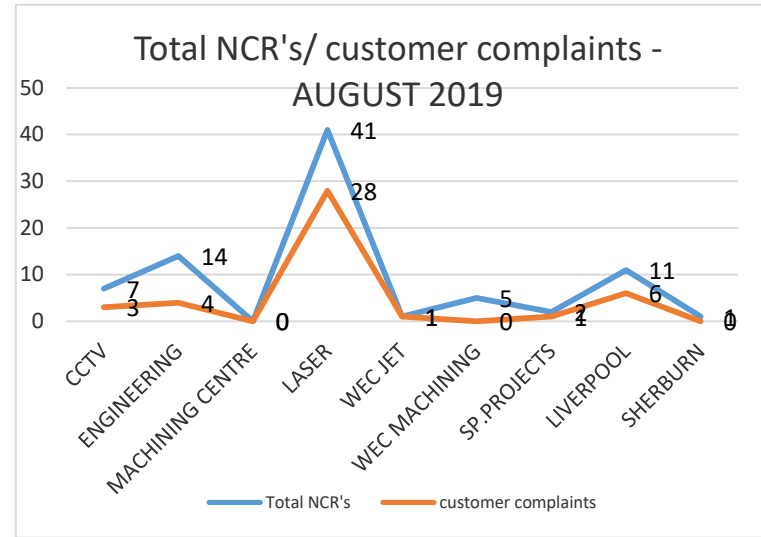
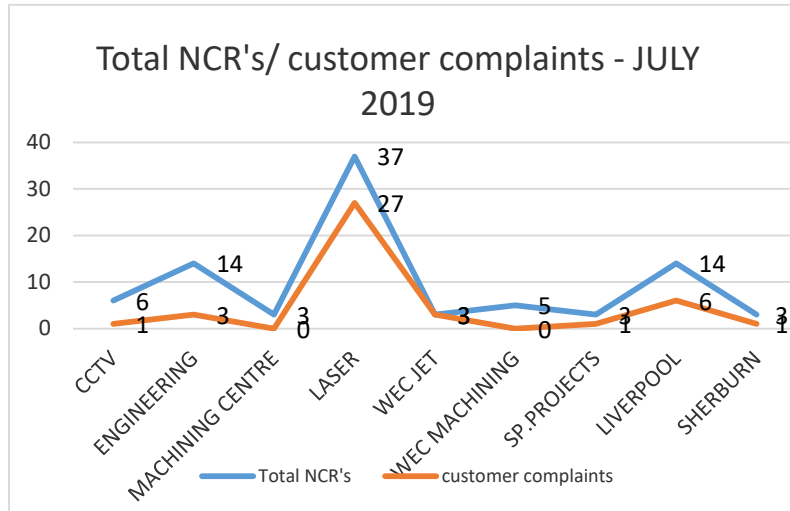
accidents/ incidents statistics



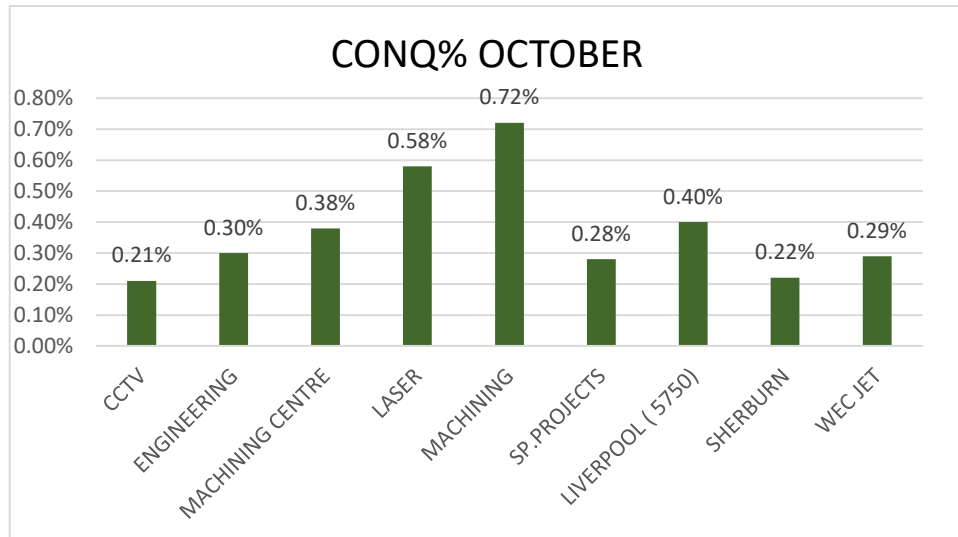
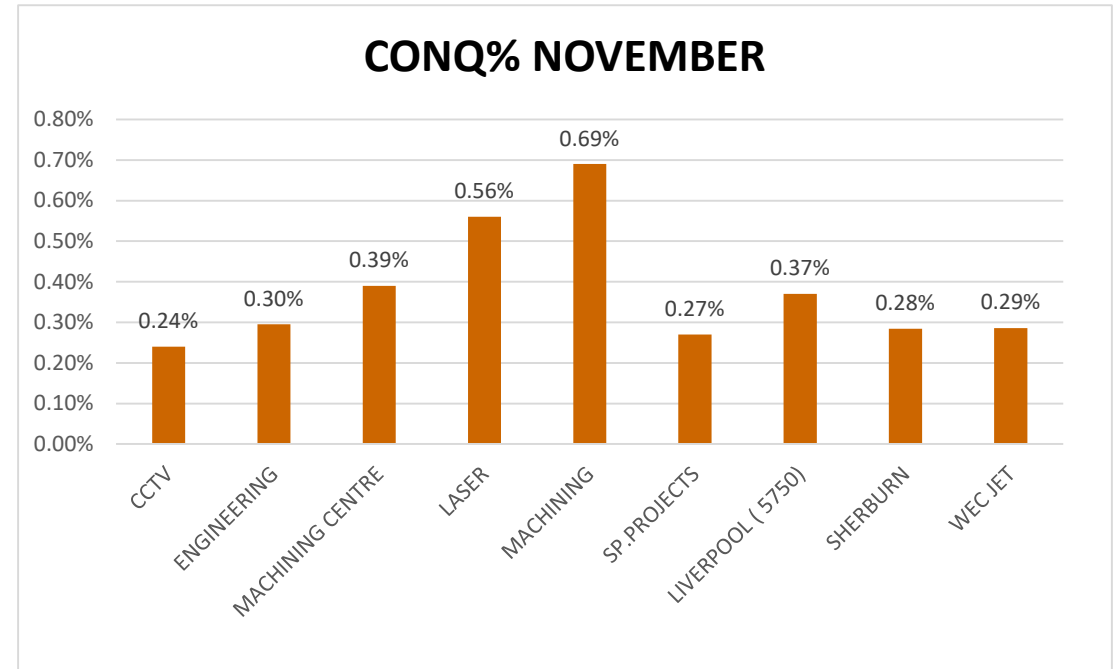
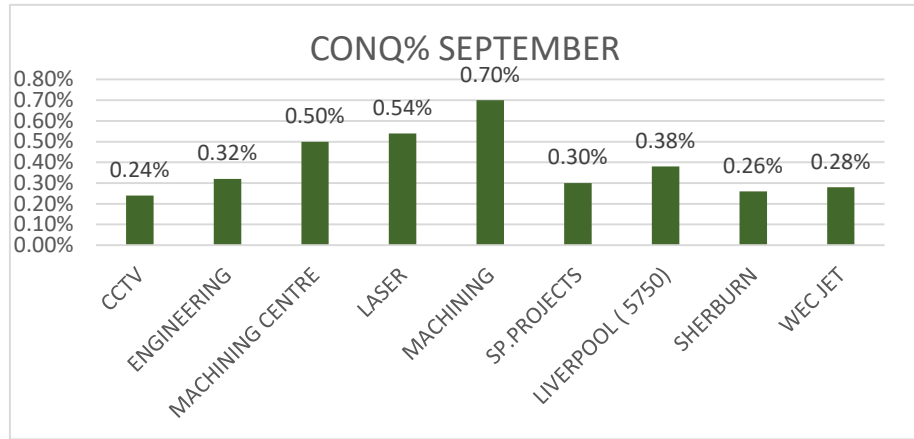
NCR/customer complaints



Ncr'S – CUSTOMER COMPLAINTS July- August- October 2019



COST OF NON-QUALITY-YTD



To a target of <1%

OTD AGREED PER DEPARTMENT 2019

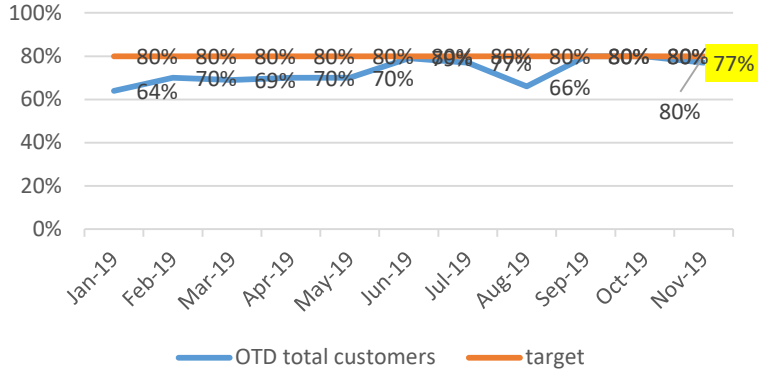
REAL												
department	OTD JAN	OTD FEB	OTD MAR	OTD APR	OTD MAY	OTD JUNE	OTD JULY	OTD AUG	OTD SEP	OTD OCT	OTD NOV	
ENGINEERING	63%	55%	62%	60%	72%	58%	63%	65%	65%	79%	56%	
LASER	64%	70%	69%	70%	70%	79%	77%	66%	80%	80%	77%	
MACHINING	74%	78%	85%	79%	91%	82%	85%	71%	86%	91%	86%	
LARGE MACHIN	39%	58%	78%	76%	75%	85%	80%	79%	65%	67%	77%	
5750	84%	87%	86%	77%	82%	87%	88%	90%	90%	84%	83%	
WEC JET	99%	94%	99%	100%	98%	99%	87%	97%	99%	90%	92%	
SP.PROJECTS	27%	50%	62%	63%	33%	88%	86%	73%	30%	74%	64%	
TARGET	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	

WITH 7 DAYS LATE												
department	OTD JAN	OTD FEB	OTD MAR	OTD APR	OTD MAY	OTD JUNE	OTD JULY	OTD AUG	OTD SEP	OTD SEP	OTD SEP	
ENGINEERING	91%	80%	84%	90%	97%	86%	92%	85%	85%	88%	75%	
LASER	74%	84%	93%	94%	94%	96%	97%	93%	95%	95%	89%	
MACHINING	80%	94%	96%	91%	99%	100%	93%	92%	96%	98%	93%	
LARGE MACHIN	53%	87%	99%	97%	98%	99%	90%	93%	81%	83%	88%	
5750	95%	96%	97%	89%	91%	96%	97%	98%	98%	92%	92%	
WEC JET	100%	100%	100%	100%	100%	100%	94%	99%	100%	95%	98%	
SP.PROJECTS	29%	59%	88%	96%	100%	100%	96%	93%	50%	83%	79%	
TARGET	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	

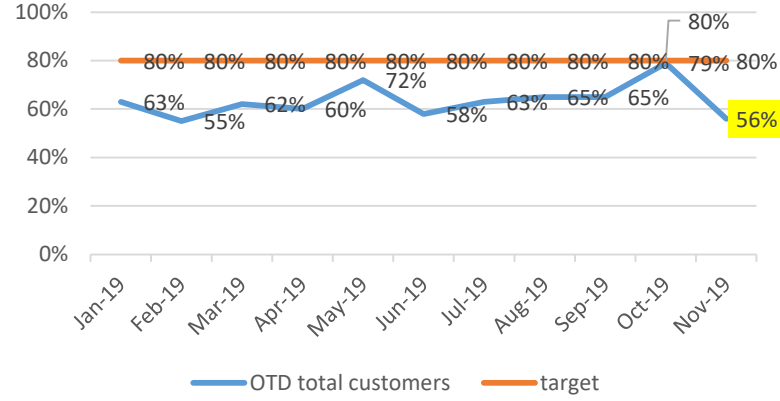
OTD CRITERIA REAL	OTD CRITERIA AGREED
TOTAL ORDERS	TOTAL ORDERS
ON TIME ORDERS	ON TIME ORDERS+ UP TO 2 DAYS LATE + 3-7 DAYS LATE
UP TO 2 DAYS LATE	0
3-7 DAYS LATE	0
OVER 7 DAYS LATE	OVER 7 DAYS LATE

OTD

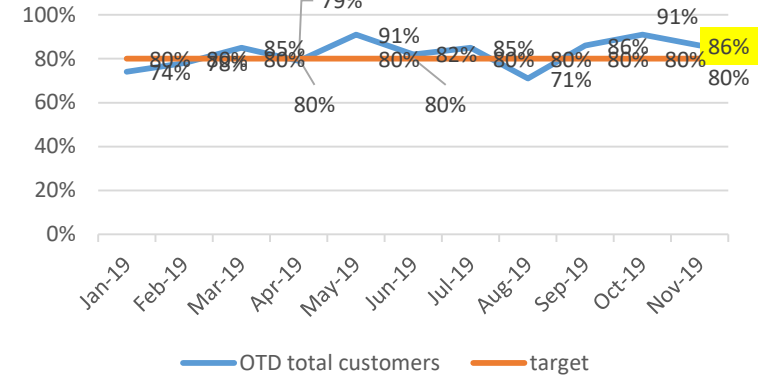
OTD LASER



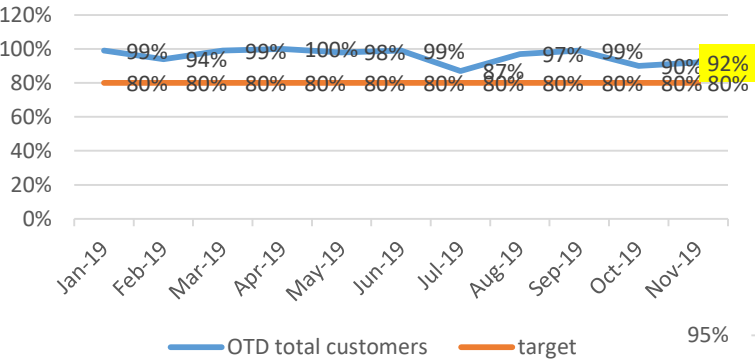
OTD ENGINEERING



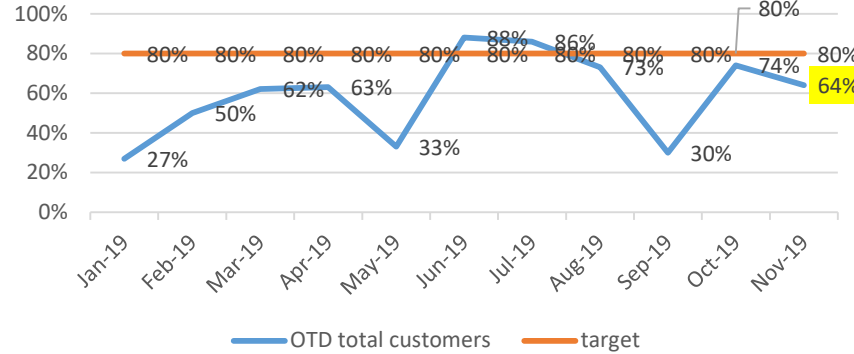
OTD MACHINING



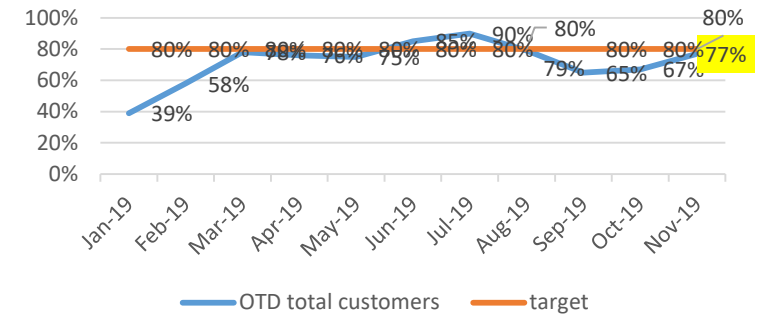
OTD WEC JET



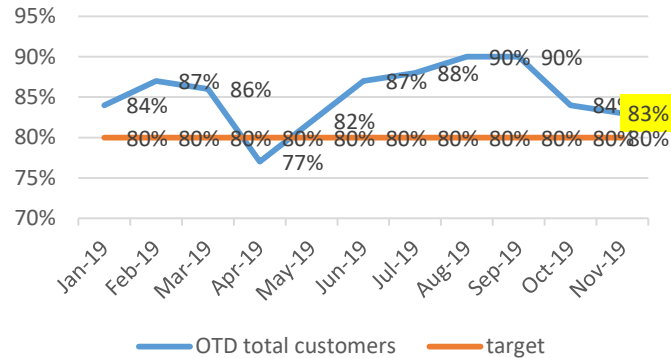
OTD SPECIAL PROJECTS



OTD LARGE MACHINING



OTD 5750



CUSTOMER SATISFACTION

ENGINEERING				
Date Received	Name	Customer	CommentType	Comment
05/09/2019	Garry Griffiths	BEP	Positive	As a point to note the visit yesterday was a good visit, the LTRs are in a good state and the welding quality is also very good
16/07/2019	Elliott Obrian	BIG BALE TRANSTACKER	Positive	thank you for everything you have done for us this year and a big thank you for Phil Walker for leading the project from start to finish
30/06/2019	Chris Lew	ELECTROIMPACT	Negative	Your current Supplier Rating is C-Last Resort;PO1448-58525 Late Delivery, Poor quality
25/09/2019	Will Burns	HOCKLEY	Positive	Appreciate your help throughout the contract, which in the main, ran very smoothly
16/09/2019	Garry Griffiths/Jason Carter	BEP/N-W PROJECTS	Positive	LTR review yesterday by myself and SL went really well
25/09/2019	Stuart McOnie	SEMMCO	Positive	Good service and on time delivery

CUSTOMER SATISFACTION

CCTV

Date Received	Name	Customer	CommentType	Comment
04/02/2019	M.Allison	SAFEPLACE SECURITY	Positive	Overall performance good/ much better than competitors
10/04/2019	M.Allison	SAFEPLACE SECURITY	Positive	Overall performance excellent
17/04/2019	Justin Chappell	CHUBB	Positive	Overall performance excellent
27/03/2019	Kerry Pickwell	TECHNICA	Positive	Overall performance excellent

LASER

Date Received	Name	Customer	CommentType	Comment
16/07/2019	Elliott Obrian	BIG BALE TRANSTACKER	Positive	thank you for everything you have done for us this year and a big thank you for Phil Walker for leading the project from start to finish
12/08/2019	Nigel Lister	TIME 24	Positive	Thank to WEC staff working on Time 24 rail contracts for their effort and dedication
03/12/2019	Gregor Hannen	BEAVERFIT	Positive	Just a message of 'Thanks' for the parts that arrived

CUSTOMER SATISFACTION

SPECIAL PROJECTS

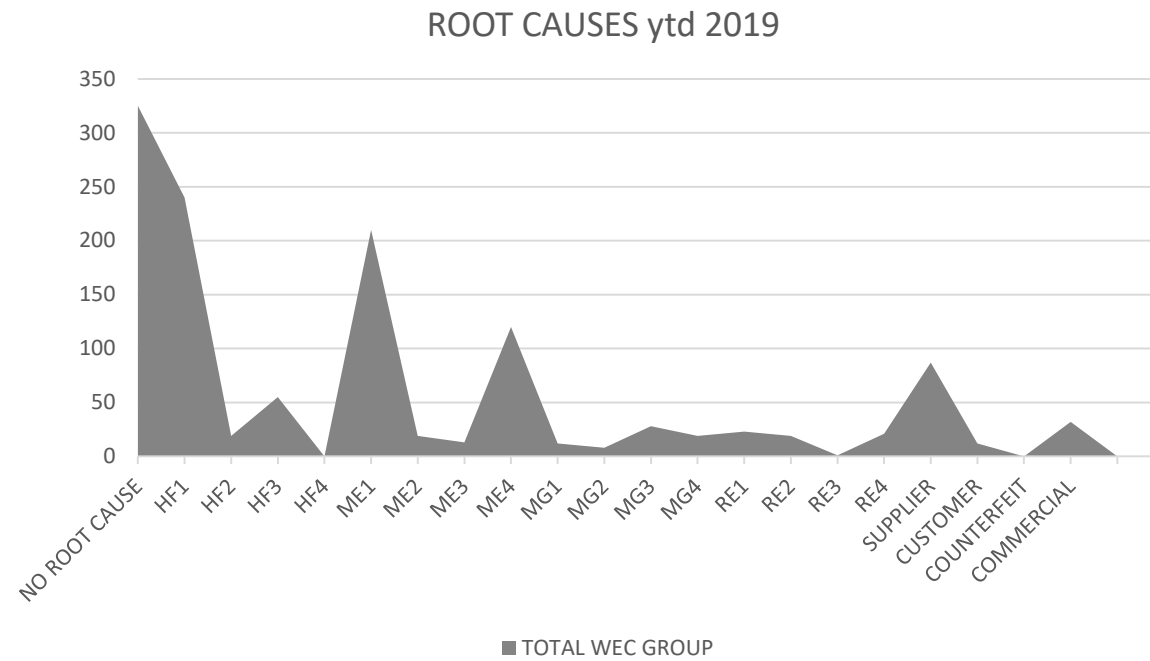
Date Received	Name	Customer	CommentType	Comment
22/10/2019	Garry Collyer	JBT Aerotech	Positive	Thank you to all who worked on this in WEC. Also, thank you to all who had an input into this in JBT. It is very much appreciated.

MACHINING

Date Received	Name	Customer	CommentType	Comment
08/10/2019	Sales	FLEXIBLE MACHINING SYSTEMS	Positive	They were extremely happy with an order we recently completed for them (Value 12K) they were extremely impressed with both delivery and quality
02/07/2019	Darren Thomas	MITSUBISHI	Positive	The quality is brilliant thank you ever so much and please pass on our thanks to all involved.
05/07/2019	Maria Strang	MAC TAGGART SCOTT	Positive	Good on-time delivery and quality of the parts.

Root causes

Main root cause: HF1- human factor=310; ME1= 310; ME4=150							
Human factor= 310							
Method= 460 (lack of operational planning and control; inadequate verification process)							



TOP SCORE

Nov-19							
DEPARTMENT	CONQ	DEPARTMENT	OTD	DEPARTMENT	% CUSTOMER COMPLAINTS	LEVEL SCORING	TOTAL SCORE NOVEMBER 2018- TOP
CCTV	0.24%	CCTV	100%	WEC JET/ WEC MACHINING/ MACHINING CENTRE/CCTV	0%	9	CCTV=27
SP.PROJECTS	0.27%	SHERBURN	100%	SHERBURN	16%	8	SHERBURN=23
SHERBURN	0.28%	WEC JET	92%	LASER/SP.PROJECTS	50%	7	WEC JET =22
WEC JET	0.29%	MACHINING	86%	ENGINEERING	63%	6	MACHINING CENTRE/ MACHINING=16
ENGINEERING	0.30%	5750	83%	5750	80%	5	5750=14
5750	0.37%	LASER/LARGE MACHINES	77%	LASER/LARGE MACHINES	77%	4	ENGINEERING/ LASER=13
MACHINING CENTRE	0.39%	SP.PROJECTS	64%	SP.PROJECTS	64%	3	
LASER	0.56%	ENGINEERING	56%	ENGINEERING	56%	2	
MACHINING	0.69%					1	

Effectiveness of audits

department	Ncr's in 2019	Ncr's in 2018
MACHINING	13	17
ENGINEERING	5	10
5750	8	13
CENTRAL FUNCTIONS	2	6
SP.PROJECTS	6	3
WEC JET	2	4
SHERBURN	7	11
LASER	5	20
MACHINING CENTRE	2	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	CCTV	CCTV	CCTV	SHERBURN	SHERBURN	CCTV	