



Assignment Profile	National Express East Coast	Jan 09-Sep 09
Role	Project Manager – Process Improvement	

Value delivered

- Identified 19 process improvement opportunities to estimated benefit value in excess of £16m pa.
- Delivered detailed scopes, Proof of Concept, fully costed solutions and detailed delivery plans for £4.25m benefits through 5 initiatives accepted by both Board and Steering Group, which subsequently entered delivery phase.



Project Profile

A three phase programme, where the objective was to help NXEC identify and plan the delivery of Process Improvements to realise a target of £4m of annualised benefits. These fully scoped projects would then be delivered by the NXEC team, supported by external resource.

Phase 1 Opportunity Assessment – An initial phase of discovery, strategy development and benefit estimation, exploring the potential ease to implement vs. risk of delivery in a very complex and sensitive environment.

Phase 2 Delivery Planning – Accepted opportunities were progressed to Proof of Concept and detailed planning. The 5 initiatives accepted covered cleaning trains, Major Overhaul Resources, Periodicity/location of Maintenance Exams, Air Conditioning Maintenance and Wheel Lathe Operations.

Phase 3 Delivery – Shortly after the projects entered delivery, the Department for Transport placed NXEC under end franchise administration. It was decided to halt further investment until the franchise stabilised.



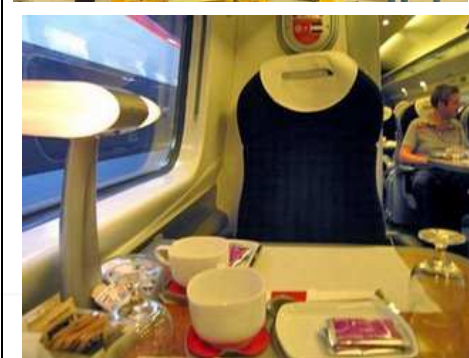
Features

Current State Assessment – reviewed existing operations, focussing on maintenance and train preparation operations. This involved process mapping and modelling, IT support systems and gap analysis

Future State Design – Detailed modelling of options and process changes, resource modelling, risk analysis and costing to enable Board and Steering Group to make reasoned decisions as to which options should be taken forward.

Planning – Proof of Concept for selected initiatives, detailed costings and work up of delivery plan with business. Identify current and future operational processes, constraints, assumptions, risks, dependencies, issues and a detailed delivery plan with named and agreed NXEC ownership to deliver the benefits.

People – Selected initiatives would reduce headcount by approx. 110 staff



Client Profile

National Express East Coast – A division within the 40,000 employee National Express Group, which delivers one billion journeys pa worldwide. The Train Operating Company NXEC managed the franchise for the 920 mile, 17 million PAX East Coast mainline through 3,100 staff. The franchise was to run from 2007 to March 2015, but terminated in late 2009.



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