

Supplier Quality Assurance



Background

The demand to maintain a safe, reliable and high performing railway infrastructure and the increasing pressure to improve customer service on the rail network means that having confidence in the supply chain is critical.

Quality underpins everything we do in our supply chain, right from procurement through to delivery and is one of the hidden benefits of the service we provide.

To minimise the risk and impact of supplying poor quality critical products to the rail infrastructure and to deliver safe, efficient and reliable railway Supplier Quality Assurance is a must.

Network Rail's Quality Team is the industry expert in undertaking Supplier Quality Assurance activities utilising its railway specific product knowledge and expertise of overhead line electrification and power, signalling, telecoms, track and components.

We have established mutually beneficial relationships with key

suppliers in the industry and have a deep understanding of their Quality Assurance processes and systems and together we respond rapidly to customers' demands.

Our team of multidisciplinary experts comprises an effective mix of skills capable of assuring the supply of critical products to any railway.

The Challenge

With more demands on infrastructure, technology moving at a fast pace and the pressure to make supply chain efficiencies, it is vital that suppliers continually improve their quality assurance processes and systems to enable them to provide safe and reliable quality products whilst meeting the requirements of industry standards and legislation.

The afforded level of supplier quality assurance allows the customer to procure products from suppliers that are capable of supplying products which are fit-for-purpose and enhance both reliability and safety on the

network and improved customer satisfaction.

In addition, strong networks are formed with suppliers and manufacturers enabling a customer focused service provision.

How We Can Help

Our teams can provide the following services:

- ▶ supplier quality assurance activities
- ▶ quality and technical audits on new and existing suppliers of critical materials, products and components
- ▶ customer focused response and resolution to in-service product failures
- ▶ development of ISO:9001 Quality Management Systems
- ▶ development of material quality specifications, work instructions and procedures for materials recycling.



Great Western Electrification Programme

We developed and implemented Supplier Quality Assurance for electrifying the lines from Paddington to Bristol and on the branch lines from Oxford to Newbury.

Crossrail West Outer Electrification Project

We provided a bespoke quality assurance programme of work to assure the quality of products supplied and installed to the project – the Crossrail project will increase London’s rail-based transport network capacity by 10%.

National Supply Chain Audit

Accountable for Network Rail’s National Supply Chain audit programme and supplier quality assurance of products covering overhead line electrification, power, signalling, telecoms, track, and components.

Serviceable Infrastructure Materials

We developed a set of work instructions, specifications and guidance for serviceable materials which have enabled Network Rail to recycle 95% of their track infrastructure waste; increase the volume of serviceable materials that can be used in rail networks and led to Network Rail reaching the list of finalists for the Public Service Recycler of the Year at the Materials Recycling World National Recycling Awards 2014.

Doncaster Sleeper Factory

Working with Trackwork MOLL to develop their quality assurance processes, assisting with commissioning and testing to achieve improved repeatability and reliability of sleepers. Producing 400,000 sleepers per year the factory will provide circa 50% of Network Rail’s sleeper demand and secures a long-term reliable supply base.

New Innovation Stretcher Bar

The stretcher bar was developed in response to the derailments at Potters Bar and Grayrigg, they are simpler to install, require less maintenance and withstand the rigours of the 21st century railway.

We carried out a pre-tender evaluation, selection of suppliers, review of design drawings, investigation into component defect rates, cause and effect analysis, testing and commissioning and completion of the implementation strategy approved by the Office of Rail Regulation (ORR).

ISO:9001 Implementation

We have developed quality management processes and systems for Network Rail’s long welded rail supply chain at Eastleigh long welded rail depot and Milton Keynes operations which has achieved certification to ISO:9001.