

HITACHI Inspire the Next

Professional Engineering Leadership

Client Profile

The department of Hitachi Rail we engaged with are responsible for the service and maintenance of the Hitachi UK fleet, over 2,500 vehicles dispersed across 9 geographically diverse sites. They have a stable maintenance contract providing outsourced maintenance for several UK TOCs. They are split into an East and West region.

The Challenge

The management team at Hitachi are in the main relatively new in post and have come from different industries as well as rail backgrounds. There have been many challenges for this team in establishing service and gaining customer confidence, and this has led to a fairly reactive operating model being adopted.

The company leadership desire to move to a more proactive, plan-led productionised maintenance model, that allows cost and quality savings to be inclusive of great customer service delivery. With EngPro extensive experience in this field, they turned to us.

The Solution

Using our Management Excellence Pathway™, working with the Hitachi team we undertook a TNA and then tailored parts of the pathway that were most needed at the present time.

Using core behavioural leadership as the backbone we weaved in more commercial aspects specific to those found in all outsourced maintenance environments. Our cross industry expertise in auto-motive and aviation enables us to bring many models to the table.

We presented the proposed solution in terms of a training and follow up programme in conjunction with the learning and development team and the senior leadership, by way of a 'pilot' programme. Following final tailoring the main workstreams were run, all on site.

Delegate comments

"Fantastic delivery. I enjoyed how Howard could pull out a real example from previous industry experience"

"Online factsheet (notes) access very good to review what you have learnt. Great use of practical materials, i.e. board exercises and the slides complimented well."

"Really interesting. Knew the subject clearly previous experience were of great help for the rest of us."

"Could not have been better. Extremely knowledgeable, good humoured and a brilliant conveyor of information."

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howard@engpro.co.uk

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The Outcome.

In a fun and informative manner, we trained over 60 managers and the West Senior Leadership Team; in the East region we trained 48 managers and the East Senior Leadership Team.

The delegates all walked away with energy and skills to be able to tackle the people issues they are facing on a daily basis and had a great understanding of the way Hitachi make money and the role they play in that.

100% of delegates recommended the course



Pictures taken during the programme

Senior Manager Comments

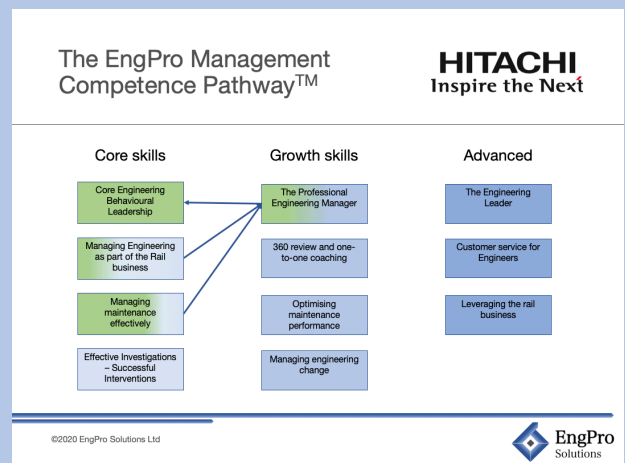
“The senior leadership training and development support provided by EngPro Solutions has provided our managers and junior leaders with new skills and techniques to manage organisational performance. They are more commercially aware, confident to address poor behaviours and are overall better leaders. Additionally, Howard provided us with in depth analysis and feedback on team status and development – highly useful.”

Darren Willshire, Commercial Director, West

Summary of EngPro Services used

Using our excellence pathway model, we were able to bring together elements from five areas, and blend these in a manner that gave the maximum value to the client given their management maturity status.

Using the model once more after the intervention gave the client and the individual delegates an understandable roadmap to continue their journey to management excellence.



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