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EngPro
Solutions

**Assured development
& support for your
maintenance professionals**

High quality training that delivers

Rail

Aviation

Bus

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Presented by Engineers to Engineers

Our facilitators work on the same level as your teams, affording authenticity to our training. Being from the same 'world' as the delegates gives added emphasis and validity to the training, making it resonate louder when they are back in the workplace.

EngPro training approach

Non-disclosure confidence

Training needs analysis

Joint development (with L&D team)

Pilot course & fine-tune

Core delivery

Blended & shared follow up sessions

Feedback report & ROI presentation

Credible & reliable professional maintenance support services

All our team and associates are graduate engineers, having held several senior positions in industry, leading improvement initiatives.

We have a small team of similarly capable Associates working with us when required, bringing you a broad spectrum of professional capability of the highest calibre.

Our approach

Three words summarise our approach:

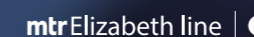
Professional

Honest

Ethical

We prefer to partner with you, work alongside and help you towards solutions that 100% match the business needs and personal aspirations. We are a team with energy and enjoy working with people who want to make their business better.

EngPro clients



Training programmes & support

Enabling your valued managers to flourish

Investing in your teams professional development improves them and your business. We are experts in providing professional development that delivers.

Team Leader courses – Level 3

Production Manager courses – Level 5

Production Executive support – Level 7

“Very interesting and thorough course. It has broadened my knowledge of the supervisor role and will help me in my future career.”

Andrew Mason, Supervisor



NORTHERN

Course finder

Initial professional development

Continuing professional development

Course finder

	Junior Management Grade Team Leader Planner Fleet Engineer	Middle Management Grade Production Manager Planning Manager Fleet Engineering Manager	Senior Management Grade Train Care Centre Manager Planning & Performance Manager Head of Technical
Production			
Management skills	THE MODERN PRODUCTION SUPERVISOR CS08 INVESTIGATION SKILLS FOR PRACTITIONERS CS04	MANAGING THE MODERN MAINTENANCE BUSINESS GS08	PRODUCTION PLANNING ESSENTIALS CS06 EFFECTIVE INVESTIGATIONS (GOVERNANCE) GS06
Leadership growth	FUNDAMENTALS OF MAINTENANCE LEADERSHIP CS01	THE PROFESSIONAL ENGINEERING MANAGER GS01	360-REVIEW & EXECUTIVE COACHING GS02 LEADING CHANGE IN AN ENGINEERING BUSINESS GS04
Planning			
Management skills	PRACTICAL APPLICATION OF FLEET PLANNING CS05 PRODUCTION PLANNING ESSENTIALS CS06	PLANNING THE HEAVY MAINTENANCE CHECK CS07	LEADING A PLAN-LED BUSINESS EFFECTIVELY GS05 STRATEGIC PLANNING GS07
Leadership growth	FUNDAMENTALS OF MAINTENANCE LEADERSHIP CS01	THE PROFESSIONAL ENGINEERING MANAGER GS01	360-REVIEW & EXECUTIVE COACHING GS02 LEADING CHANGE IN AN ENGINEERING BUSINESS GS04
Technical			
Management skills	IMPROVING MAINTENANCE PERFORMANCE CS03 OPTIMISING MAINTENANCE PERFORMANCE GS03	INVESTIGATION SKILLS FOR PRACTITIONERS CS04	EFFECTIVE INVESTIGATIONS (GOVERNANCE) GS06
Leadership growth	FUNDAMENTALS OF MAINTENANCE LEADERSHIP CS01	THE PROFESSIONAL ENGINEERING MANAGER GS01	360-REVIEW & EXECUTIVE COACHING GS02 LEADING CHANGE IN AN ENGINEERING BUSINESS GS04

Team Leaders – a vital link in the management chain

With our team you're in safe hands. We have professional facilitators who have been experienced Team Leaders during their careers. They speak your language so that you can have instant rapport.

We don't do death by PowerPoint. We're better than that, our courses are all built around a vibrant mixture of class work, exercises, break out work and some activities.

We immerse you in the subject to give your learning depth.

Want to book a course?

**Call us via +44 (0)7841 029 276,
email us at contact@engpro.co.uk
or visit engpro.co.uk**

Team Leader courses – Level 3

FUNDAMENTALS OF MAINTENANCE LEADERSHIP CS01

Gives you the skill and confidence to inspire your teams to perform. A highly practical course covering coaching for performance, managing great and poor performance, Delegates leave with a leadership 'toolbox'.

UNDERSTANDING YOUR INDUSTRY (RAIL & AVIATION) CS02

The professional leader understands their wider industry and how that impacts their daily duties. A boarded leader is typically a better leader. This course looks at our industry (be that rail or aviation) considering key drivers and strategic changes.

IMPROVING MAINTENANCE PERFORMANCE CS03

This course gives you an introduction to the many efficiency improving initiatives we see in today's maintenance environment. You will learn to establish which can help you most and which can't.

INVESTIGATION SKILLS FOR PRACTITIONERS CS04

A professional investigation is key to liberating the learning from incident and accidents. This course is for practitioners and takes them from gathering and securing evidence through to analysis and report writing.

PRACTICAL APPLICATION OF FLEET PLANNING CS05

Managing the fleet's scheduled maintenance over the 50 day period can have profound impact on fleet availability. This course teaches the latest techniques to manage the complexities of modern maintenance including telemetry and AVIS, etc.

PRODUCTION PLANNING ESSENTIALS CS06

Production planning is ensuring the resources both people and materials are available when needed. In CS06 we explore how to optimise supply chains and other resources to optimise maintenance downtime. We use modern AMS techniques and task planning.

PLANNING THE HEAVY MAINTENANCE CHECK CS07

Following on from CS06 this course considers the additional challenges of managing the longer downtime checks. Keeping progress to plan, materials scheduling, resource management.

THE MODERN PRODUCTION SUPERVISOR CS08

Initial professional development for Team Leaders – ideally undertaken when first promoted this gives you all the skills to lead your depot team effectively and legally. A level-3 industry standard course.

Production Managers – turning direction into action

You might be a newly promoted Team Leader looking to advance in the future, or perhaps you are an experienced Production Manager looking for development for your Team Leaders. Whatever your maintenance development needs, our Management Excellence Pathway partners you in that journey.

The pathway has been designed by professionals for professionals. It is a structured model that allows people to develop their careers and add increasing value to both self and business.

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Production Manager courses – Level 5

THE PROFESSIONAL ENGINEERING MANAGER GS01

Two-day continuing professional development for production managers that considers general management techniques and how to improve performance of your department/team.

360-REVIEW & EXECUTIVE COACHING GS02

Starting with a review from your reports, your peers and your manager. This is analysed by our performance experts and then a series of coaching sessions are provided to enable you to reach optimum performance.

OPTIMISING MAINTENANCE PERFORMANCE GS03

Partner course to CS03, this course takes those techniques and gives the Production Manager tools and techniques to introduce and optimise those techniques.

LEADING CHANGE IN AN ENGINEERING BUSINESS GS04

Two-day immersive course that takes you through a 'real' case study where you learn the techniques and challenges of managing small to medium changes in the engineering context.

LEADING A PLAN-LED BUSINESS EFFECTIVELY GS05

This course introduces the philosophy of 'plan-led' and importantly the role that the leader must adopt to ensure it reaches full potential. Plan-led business can comfortably double performance, but it needs leadership that knows how to lead it.

EFFECTIVE INVESTIGATIONS (GOVERNANCE) GS06

One-day course that gives the delegate the necessary skills and techniques to govern an investigation. Managing the investigators, challenging the right focus is had, handling press and media and corporate reputation.

STRATEGIC PLANNING GS07

The role of the strategic planner must never be under-estimated. This role(s) affords any business the foresight of load and capacity into the future allowing business planning to have data-driven support. This course explores the skills needed to perform strategic planning well.

MANAGING THE MODERN MAINTENANCE BUSINESS GS08

EAL-assured course at level 5 standard. This course follows on from CS08 and provides the newly promoted Production (or other) manager with the skills and techniques they need to manage effectively. Initial Professional Development.

Production Executives – setting the strategy, setting the objectives

Executives time is often a constraining factor to development. Your time and focus are naturally biased towards managing business risks. To help we have developed a flexible approach to L&D at the executive level. We offer these interventions as one-to-one coaching and development sessions.

Support is highly tailored and delivered around your working schedule, often in bite-sized chunks.

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Production Executive support – Level 7

THE MAINTENANCE ENGINEERING LEADER

Key skills that are learnt or refreshed here are around the governance of maintenance. How we balance safety, cost, quality, people development and the other business issues with maintaining a service. We explore safety ethics in detail and the importance of culture and effective investigations. At times we have partnered with the Institute of Directors using some of their excellent Director level training events.

LEVERAGING COMPETITIVE ADVANTAGE

This area is especially useful to the commercial maintenance leader, the leader in an OEM for example. It focusses on the basics covered in level five maintenance efficiency courses, but now homing in on the advantage good control, and planning can yield from a commercial perspective.

LEADING ENGINEERING CUSTOMER EXPERIENCE

This key skill area expands on how to become market leader in your field. Going beyond customer satisfaction, into customer intimacy. We also explore other models of business excellence and touch on which is right for your business.

EFFECTIVE NEGOTIATING SKILLS

This key skill gives the new negotiator some tools and confidence to negotiate more effectively. We look at setting the framework, discussions, resolutions, the role external mediators play. We also discuss the role of the Trade Union in negotiating.

THE EMPLOYMENT LAW TRIBUNAL

EngPro partners with ACAS to provide this training. Full-day session that takes your executives through a real-life court case, with actors and a real Employment Law Judge.



CONSULTANCY SERVICES

Consultancy services

Your trusted partner, helping to improve your performance

We are a boutique consultancy with proven capability in improving maintenance performance. Our size was a deliberate choice to remain agile to react to match client's needs exactly.

We have capability in depth and work across industries affording you insightful options to your problems and needs.

Our consulting compliments our training.

“Thank you for this and everything you did yesterday, it was really interesting and helpful.”

Martine Roles, Human Resources Advisor

**BRITISH
AIRWAYS**

Can we help?

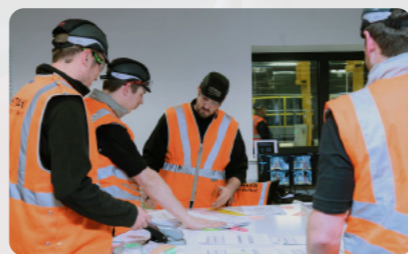
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Planning services

Management services

Modern Plan-led Philosophy

To achieve optimum efficiency in a modern transport maintenance business we need a plan-led philosophy. To do this we need the whole business working towards that goal.



Load & Capacity Modelling

Having the ability to accurately predict your load for the next two years is important to allow timely matching of resources. The load model includes all known and forecast data.



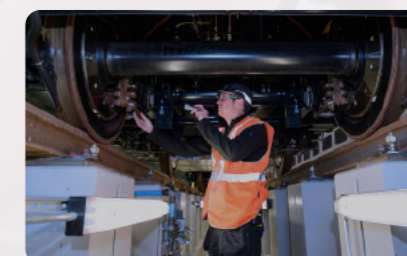
Modern Planning Capability

Stabilising the fleet delivery to maintenance improves daily fleet performance. We help you build capability and capacity that matches your business needs and at the right pace for you.



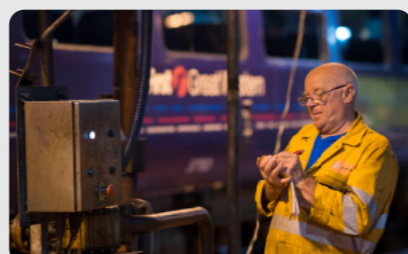
Quality Auditing

An effective quality audit does so much more than ticking an external audit requirement. Well-managed and delivered audits give the organisation true insights to improve performance.



Production Planning Development

Production planning is all about bringing all the resources together at the right time. The right vehicle, with technicians and materials to work it. Often called scheduling in rail depots.



KPI Development

Having good managed control of your maintenance is important. Many organisations look too far downstream where metrics are more like results and can't truly impact on tomorrow's performance.



Fleet Planning Development

We have helped organisations build fleet planning capability, including recruiting and selecting planners. Developing process that works and is repeatable, transferring all knowledge before exit.



Maturity Modelling

The model is a free to industry tool designed to help give you a standard maturity level that if you want can be benchmarked. It takes inputs from the ATOC2009 depot survey, RM3, RDG20PP and many more texts.





Let's talk maintenance

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