



Canal &
River Trust

Keeping people, nature & history connected


NUMERICANAL

Investing in Opportunities



This project has received
European Regional
Development Funding
through INTERREG IV B.



INTERREG IVB

Mobile Working

Operations Mobility and Workforce Management



Scope

- Investigate, recommend and implement, a mobile working solution.
- To improve the effectiveness of our delivery workforce.
- ensure, reliable, accurate and complete information is available at every stage.
- Implement effective controls on current / future business processes
- Provide meaningful performance metric to enable process optimization by providing practice measures to smooth work flow and enable increased performance management
- Provide, cost effective modern methodology to allow CRT to better understand our risks, measured against our ability to deliver

Achievements to date

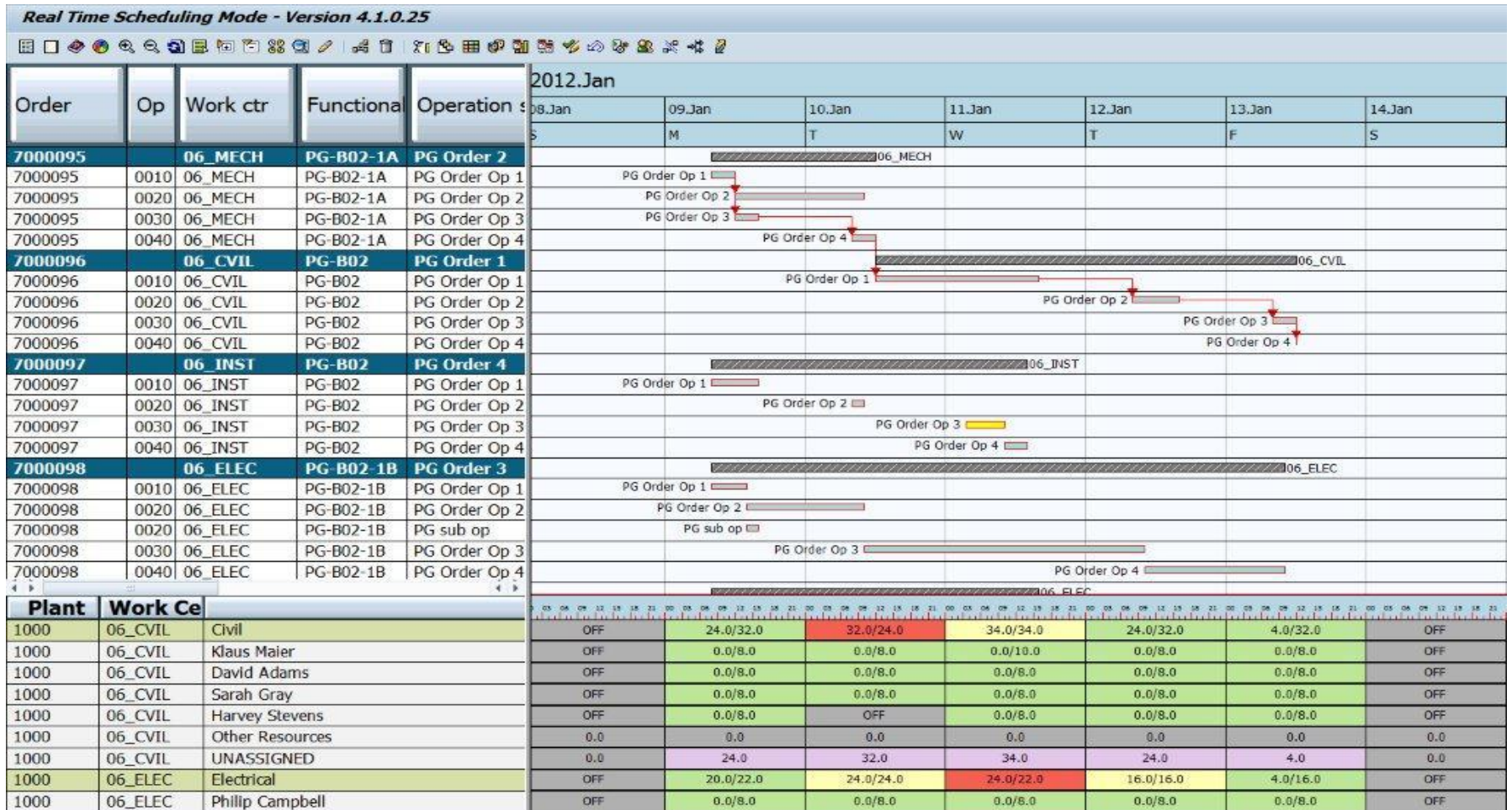
- Defect information transformed
- Accessible, reliable planning information available
- Planned Preventative Maintenance programmed and scheduled (some 5500 assets)
- Improved level of detail within current performance reporting
- Low cost, appropriate development path identified
- Planning solution identified to allow allocation to individual
- Low impact changes made to enable more consistent planning approach through business planning process

How has this been achieved

- Improved planning and resource utilisation
 - Implementation of planning desk
 - Re-training for work planners

- Mobile solution for field use
 - Evaluation and device selection
 - Time recording and Near miss App development
 - Device procurement
 - Deployment of devices to field with Time recording and Near Miss Apps

Improved planning and resource utilization - What does it look like



Mobile solution for field use - What does it look like

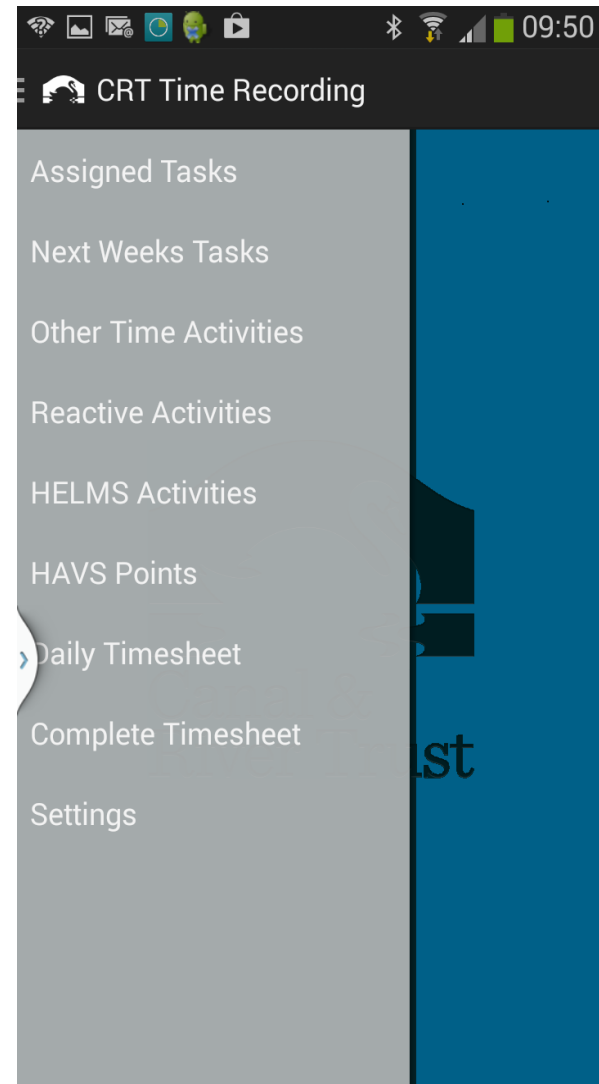
- A smartphone device will be issued to all our operatives
- With an App based solution, simple enough to encourage usage, whilst clever enough to start to collect real data about our delivery



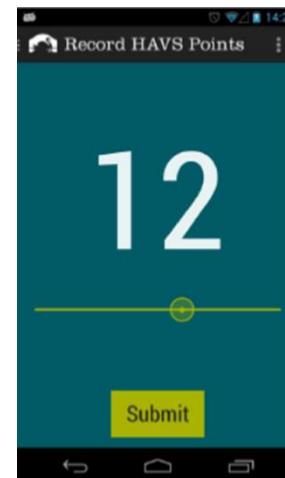
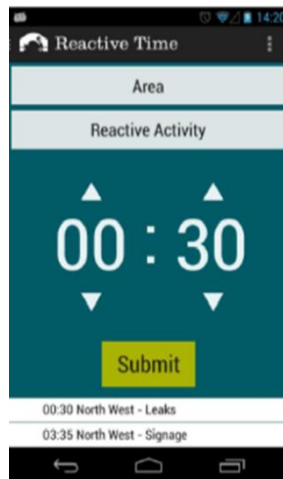
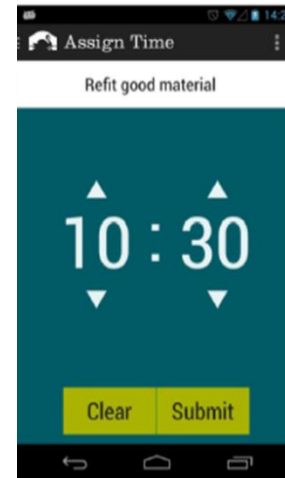
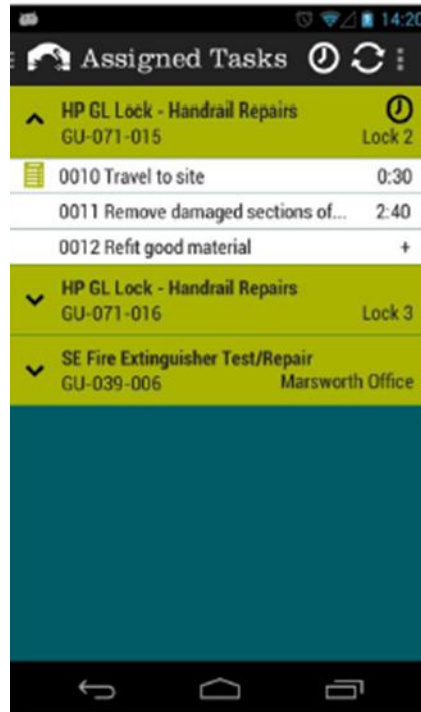
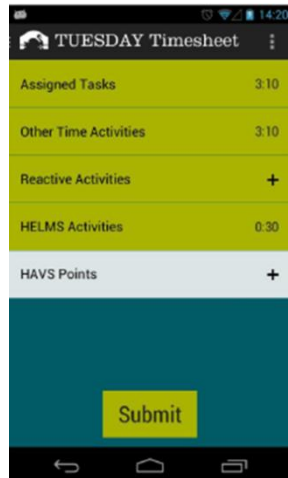
The Mobile solution

- Weekly process
- Issue allocated tasks to individuals
- Direct upload to SAP
- Able to accommodate unscheduled works
- Supports the current Reactive process

- Simple, clear user interface
- Expandable, to grow with our use



Time Recording App



Current position

- Device and Application rollout
 - As of 29th August we have 68 new users on the system
 - With 82 further users receiving training and going live this week
 - The roll out will be too 740 users and will be completed by 31/10/2014

- Efficiencies this will achieve
 - The use of the electronic time recording will save over 150,000 sheets of paper per year.
 - And save over 25,000 unproductive man hours per year. Allowing our people to spend more time on maintenance, repair and looking after our waterways

Future steps

Future development will be assessed on a case by case basis, ensuring clear cost benefits are identified for each.

Some of the things being considered:

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- Process
 - Prioritisation standards
 - Work specification
 - Risk assessments
 - Performance metrics development team / individual level
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- Communications
 - Recording of safety behaviour talks
 - Access to SharePoint
 - Access to GIS mapping
 - Others identified through recent employee survey
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