

**Case :**

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**Country :**

The Netherlands

**Sector :**

Logistics – Rail Transport

**Company :**

We worked for the company where the maintenance, refreshment, cleaning and repair of train wagons was effectuated.

**Type of intervention :**

Efficiency improvement. Logistics and maintenance processes.

Development and implementation improved 360° management control system.

**Project Goal:**

The reduction of lead-times

**What did we do?**

We implemented active supervision, project management tools, best working practices, standards.

We eliminated rework and waiting times for inbound wagons.

We eliminated 90% of the 100 “ghost wagons” (wagons of which they didn't know anymore to which client they belonged and that had to be moved every time new wagons came in which caused major lost time)..

We reduced complaints and implemented a complaints reporting system.

**Results :**

30% and more improvement at all levels.