

Hitachi Rail
In Europe.

MAINTENANCE

TAILORED MAINTENANCE

Hitachi has proven capabilities in establishing tailored train maintenance solutions and can also advise on maintenance requirements from the establishment of a project, in order to minimise the whole life running cost of rolling stock.

Our comprehensive, high-quality maintenance programme can be tailored to any train application or service pattern and is a reliable, low-cost operation dedicated to the long-term reliability of fleets. In effect, maintenance planned from the initial design concept leads to minimal failures and thus, minimal breakdown costs.

Our maintenance processes are developed from successful Japanese experiences and we have transferred this knowledge to Europe.

Employing and training multi-skilled engineers and technicians, we continually develop our staff and run an apprenticeship scheme to train our workforce of tomorrow. We ensure maintenance staff have a comprehensive understanding of Kaizen* and Hitachi's maintenance philosophy, to deliver and continually improve the best service to our customers.

All records and details are kept in one database, using a paperless maintenance management package and are used to analyse problems, monitor components or simply plan workloads and optimise spares. Wireless networking and robust laptops enable instant remote access to all information, enhancing our staff efficiency and contributing to reliable trains and fast turnaround.

*Kaizen (Japanese for 'improvement' or 'change for the better') refers to philosophy or practices that focus upon continuous improvement of processes in manufacturing, engineering, supporting business processes and management.



OUTSTANDING ATTENTION TO DETAIL

The Class 395 built by Hitachi is the UK's first domestic high speed commuter train and was launched six months ahead of schedule in June 2009. Hitachi provides turnkey service support to the train operator, based at Ashford Train Maintenance Centre. Ashford was established as a centre of excellence with capability for complete service support, which applies attention to detail at all levels and has contributed to the Class 395 high speed services being scored among the best in the UK by passengers.

Longer product life

Hitachi replaced 194 traction packages on the Class 465 commuter train at the rate of two trains per week. This project has been successful in dramatically improving the performance of the traction equipment on the trains, allowing the customer to focus on a fleet enhancement package. The project was undertaken at Ashford, utilising the capabilities of the depot maintenance team. We managed and achieved heavy lift road fitment of the equipment on time and to budget, with a zero failure rate attributed to equipment fitment.

Ashford Train Maintenance Centre in detail

- ▶ Whole life maintenance, repair, overnight servicing and cleaning of 29 x 6 car Class 395 train-sets.
- ▶ Overnight servicing and cleaning of 34 x 4 car classic train-sets.
- ▶ Ad-hoc repair, wheel turning, fuelling and servicing of other rail vehicles.

Fact file

Constructed between autumn 2005 and autumn 2007, Ashford employs over 100 staff, principally Hitachi employees, providing day-to-day support across Kent. Of the 332 registered suppliers, 167 are UK-based, of which 28 companies are local to Ashford.

Equipment in Ashford

- ▶ Bogie / equipment drop
- ▶ 6-car synchronous train lift
- ▶ Tandem wheel lathe
- ▶ 2 x train-wash plants
- ▶ Automatic inspection equipment
- ▶ Full warehouse provision for Class 395 / 465
- ▶ Fully isolated train test track
- ▶ 20.5 km of track

Looking ahead

In July 2012, the British Secretary of State for Transport announced the close of contract for the Intercity Express Programme (IEP). As part of this, Hitachi will provide almost 600 rail carriages to replace the ageing fleet of Intercity trains on the Great Western Main Line and the East Coast Main Line and build four new maintenance facilities to service and maintain the new trains over a duration of 27.5 years.

Hitachi will build on its solid foundation of maintenance practice in Ashford to fulfil the demanding requirements with regards to fleet availability and reliability of the trains. The newly built and refurbished depots across the UK will learn from key practices behind the success of the maintenance regimes in Ashford.

