

The Wrekin

Housing Trust

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Director

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BASKETBALL





HAND HELD



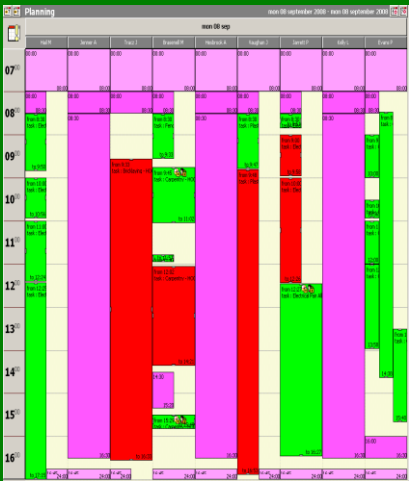
- Paperless cab
- Operative control
- Work flow
- In time information transfer
- Tracking
- Performance information
- Stock control
- H&S records
- Vulnerability
- Intelligence collection

Operational efficiency

5%

scheduling

Scheduling



- Appointments, point of call
- Diary control
- Work planning
- Resource optimisation
- Customer driven
- Contact centre empowered

Operational efficiency

10%

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Supply Chain



Practical case study examples of novel solutions in maintenance. Wayne Gethings (Wrekin HT)

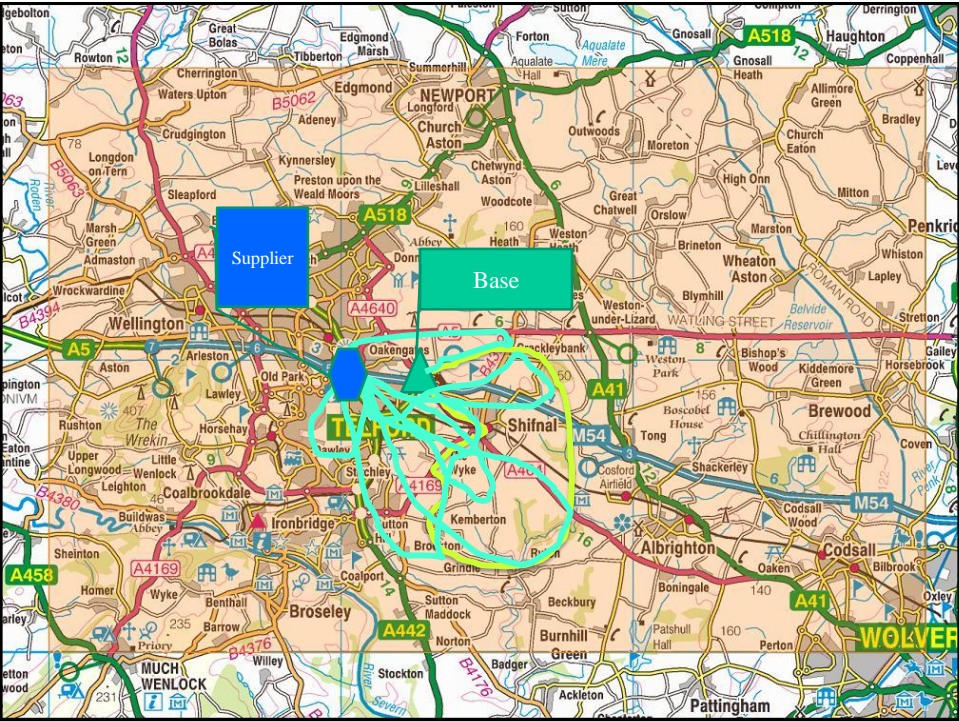


Travel

Van Stock



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Home - Microsoft Internet Explorer provided by ICT Consultancy

http://vanstock/home.aspx

File Edit View Favorites Tools Help

Favorites | Benchmarking < HAMMAR | Suggested Sites | Web Slice Gallery

Home

Page Safety Tools

HAND-e-BIZ

Welcome to Van Stock Reporting Pages

Home

Is Operative Buying Van Stock at Counter?

Does Van Stock Need Changing?

Current Stock Value

Stock Check Reports

Purchasing Pattern

Select ONE of the following:

Team: All


Employee: All

Trade: All

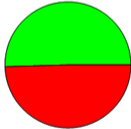
Apr	May 2011						Jun
Mon	Tue	Wed	Thu	Fri	Sat	Sun	
25	26	27	28	29	30	1	
2	3	4	5	6	7	8	
9	10	11	12	13	14	15	
16	17	18	19	20	21	22	
23	24	25	26	27	28	29	
30	31	1	2	3	4	5	

Operative Follows Van Stock Rules?

Van Stock Fit for Purpose?



Van Stock Issued to Jobs since selected date



Hover over pie slices for definition



Cold Gorilla Truths

- Appointments destroy productivity
- Scheduling adds Waste
- Optimum resource

“You continually improve and drive productivity by the removal of waste”

The Wrekin Housing Trust



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- You never book an appointment for a repair
- Same day 2 hour Guarantee
- All repairs done same day as call
- No backlog or work in hand
- No forward scheduling required



THE NEW GORILLA ?

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HAND-e-BIZ HAND-e-WORK

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