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Dear Dave,

I am writing to thank you for agreeing to produce a case study with Semta based on the work we have done together. Please find enclosed the video and written case study for your records.

Your case study has been received very well with other employers, providing them with an understanding of how training can deliver real business benefits.

The complete video is now available to view on the Semta website and the written version is being showcased during client meetings.

The support you have shown Semta is very much appreciated and we hope to continue working with you in the future.

If you have any further queries or would like to request a company visit for skills advice from one of our Regional Business Partners, please contact **Customer Services** on **0845 643 9001** or customerservices@semta.org.uk

Yours sincerely,

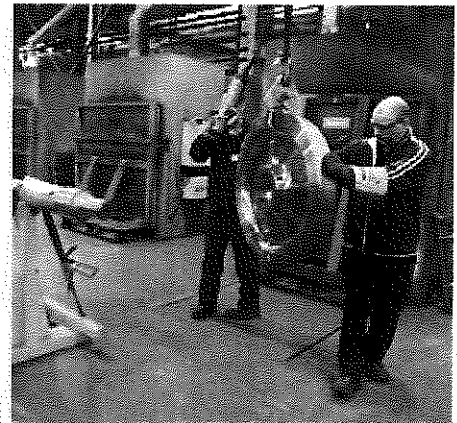
Philip Whiteman
Chief Executive

Case Study

Railcare

semta

The Sector Skills Council
for Science, Engineering and
Manufacturing Technologies



Organisations like Semta make training our staff easier. Railcare has a unique working environment and that's why companies like us need Semta's involvement. They can actively open doors, making us aware of all the opportunities there are and how it might benefit our business.

David Hilliard
Training and
Development Manager

Railcare increases efficiency with help from Semta

Railcare initially turned to Semta for assistance with its apprenticeship programme. The company was so impressed with the help Semta provided that it decided to offer the Business-Improvement Techniques (B-IT) NVQ to staff across the whole business. As a result, Railcare has seen a large reduction in unit production times, greater staff efficiency, and the creation of a more pleasant working environment.

Semta already had a strong relationship with carriage repair, refurbishment and modification company Railcare, and recommended it should implement B-IT training to improve employees' transferable skills and inspire them to think of ways to improve the performance of the company.

Semta set about arranging full funding for the training programme and as a direct result, the company has seen a

dramatic improvement in process efficiency. For example, the Wheel Shop traditionally completed eight to ten gearboxes per week, but now produce up to 16 per week. In addition, the company's 319 programme team has cut production times by six days to just 21 days for each unit produced. The company have also noticed a marked improvement in staff morale and employees have worked together on projects to improve the working



environment on the factory floor.

Before Railcare started working with Semta, the 266-strong company noticed that its workforce was ageing, and it needed a sustainable, robust approach to ensure it had a flow of new skills. Semta helped the company implement an apprenticeship programme and, eighteen months later, it decided to roll out a comprehensive training programme more widely to its employees.

David Hilliard, Training and Development Manager for Railcare said: "We want to

ensure that we develop all our staff – from those starting out as apprentices, to those that have worked for the company for many years. This approach is starting to bear fruit on the site now with significant reductions in production times across the site."

Railcare intends to continue working with Semta to strengthen and grow the business, both by taking on new apprentices which will be supported throughout their development by Semta, and by ensuring that existing staff have the skills they need to perform their jobs to the best of their ability.

Contact us

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