

# CASE STUDY

mpro5 helped Northern Trains to develop a cutting-edge solution to Service Quality Regimes...





# INTRODUCTION

Railway reform is steaming ahead across the UK, with a new emphasis on the customer experience...

## A QUALITY PASSENGER EXPERIENCE

This passenger experience is measured through Service Quality Regimes (SQRs), which are KPIs designed to judge a TOCs performance.

These new standards will measure the whole passenger experience from station to carriage, delivering a customer experience that makes people want to take the train.

Northern Trains are the first franchise to adopt this system, supported by our fully digital, smart compliance platform.

Auditors and operational staff at Northern use their devices to follow instructions, record their work and conduct audits via the mpro5 app.



**SQR scoring will soon be the primary mechanism for the DfT to award profit to TOCs.**

## INSIDE THIS CASE STUDY...



### THE RESULTS

Northern Trains are free of the burden of a redundant software solution...

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### THE PROBLEM

A sub-par software solution was causing more headaches than it was solving...

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### THE SOLUTION

We configured Northern's platform to deliver a seamless, easy to use interface for the auditing team that delivers against all the SQ Regime committed obligations for RNP and internal stakeholders...

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“  
“mpro5 delivers effortless compliance with our SQ (Service Quality) Regime with backup, service and support that never lets us down.”

Laura McLaughlin, Service Quality Manager

in

A high-speed train, likely a TGV, is shown from a front-quarter perspective, moving along a set of tracks. The train is primarily blue and yellow. A large, semi-transparent purple rectangle is overlaid on the right side of the image, containing the text. The background shows a clear sky and some railway infrastructure.

# THE RESULTS

Northern are free of the burden of a redundant software solution...

## TRUST WORTHY DATA, INCREASED EFFICIENCY AND A NEW STANDARD.

**Saved man hours and increased efficiency have empowered staff to deliver the best passenger experience possible.**

Northern have restored trust in the SQR data they provide to Rail North Partnership (RNP) and have since been able to make a marked improvement on these scores.

Devices capture data in real-time and send it to the configured platform, which automates remedial actions and re-inspections, collating all this data in a structured way that makes compliance with the regime, mandated by the DfT, effortless.

More importantly, it allows management to easily identify pain points and areas for improvement.



**10 MINUTES**

**SAVED ON EVERY CLEAN**

8

# THE PROBLEM

A sub-par software solution was causing Northern more headaches than it was solving...

7

10:10 Platform 7  
Empty to depot  
This train is  
not in service  
Please do not  
board this train

09:50:46

09:50:48

09:50:46

R527

09:50:46

09:50:46





## INFLEXIBLE AND INEFFECTUAL

**Their SQR solution was missing key functionality, lacked flexibility and, crucially, was unable to deliver accurate scoring to RNP.**

As a result of this, Northern were struggling to deliver on their committed obligations within their franchise agreement with RNP, which was causing a great deal of strain with stakeholders.

No meaningful data was available without a huge amount of manual intervention and compliance reporting was cumbersome and time consuming.

Worst of all, the data was no longer trustworthy, causing further conflict within the business and external stakeholders.

# THE SOLUTION

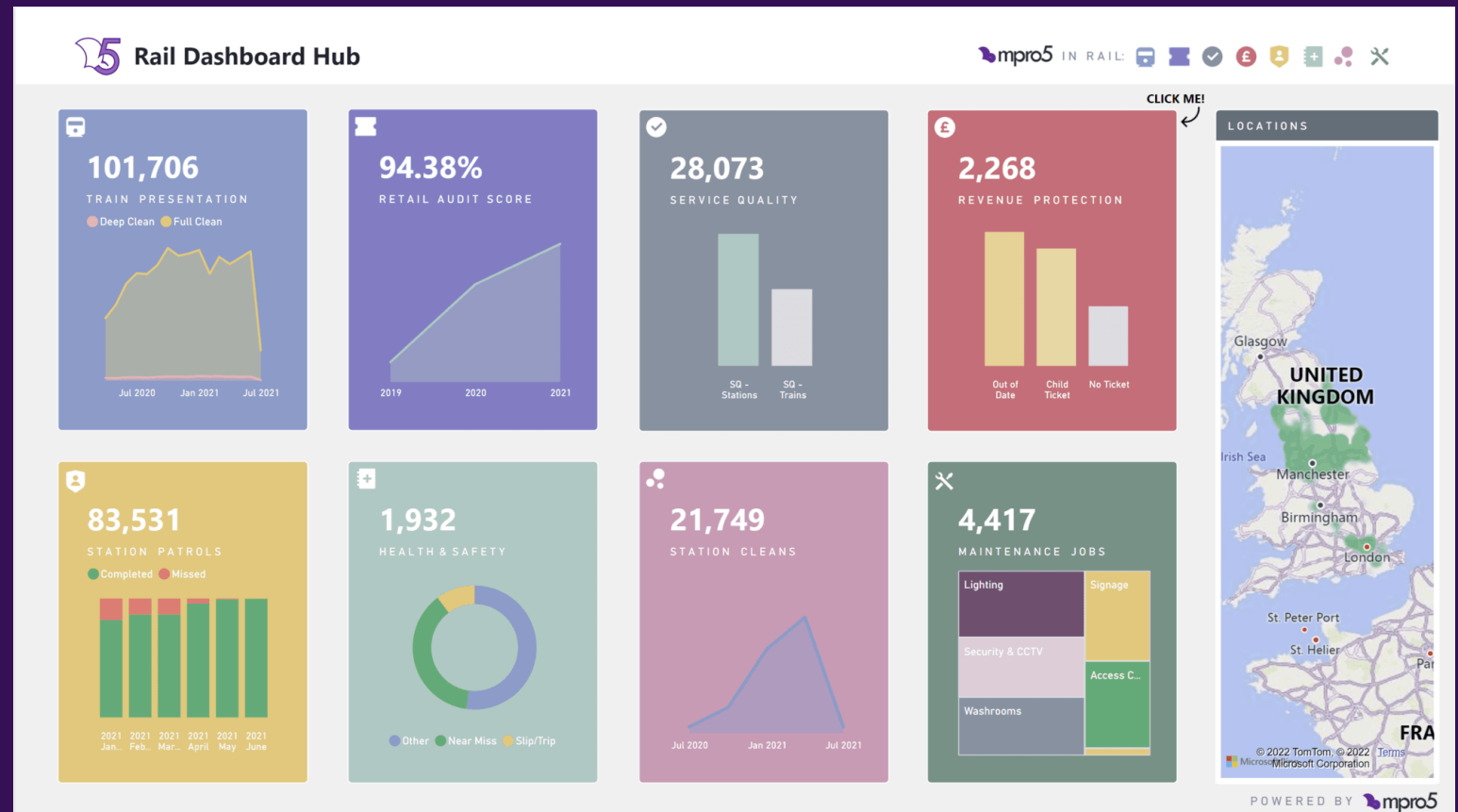
We configured Northern's platform to deliver a seamless, easy to use interface for the auditing team that delivers against all the SQ Regime committed obligations for RNP and internal stakeholders...

## ALERTING, ACTION, INSIGHT - MAKING SQRs SIMPLE

Every fault is automatically reported out to the relevant contractor or internal teams for resolution, with evidence provided against the original fault.

Tags are installed in every carriage in the fleet so that staff can tap-in and easily confirm the carriage they are auditing at that time. Monitoring SLAs, the platform automatically triggers escalations to avoid breaches.

Every step of the process is logged, reported, and visualised for management and stakeholders using interactive live dashboards.



**NORTHERN TRAINS' REAL-TIME DASHBOARD**

Thank you for reading  
**NORTHERN TRAINS:  
CASE STUDY**

[www.mpro5.com](http://www.mpro5.com)