

CASE STUDY

mpro5 digitalises Chiltern Railway's Train Presentation and the All Company Experience...



Chilternrailway

A photograph of a train at a platform, overlaid with a semi-transparent purple rectangle. The train is a modern, dark-colored high-speed train with the number '170 521' on its front. The platform has yellow tactile paving and blue overhead power lines. A person is sitting on a bench on the platform. The background shows trees and a clear sky.

INTRODUCTION

Since 2018, we have fully digitalised Chiltern's train cleanliness processes...

CREATING AN EXCEPTIONAL PASSENGER EXPERIENCE...

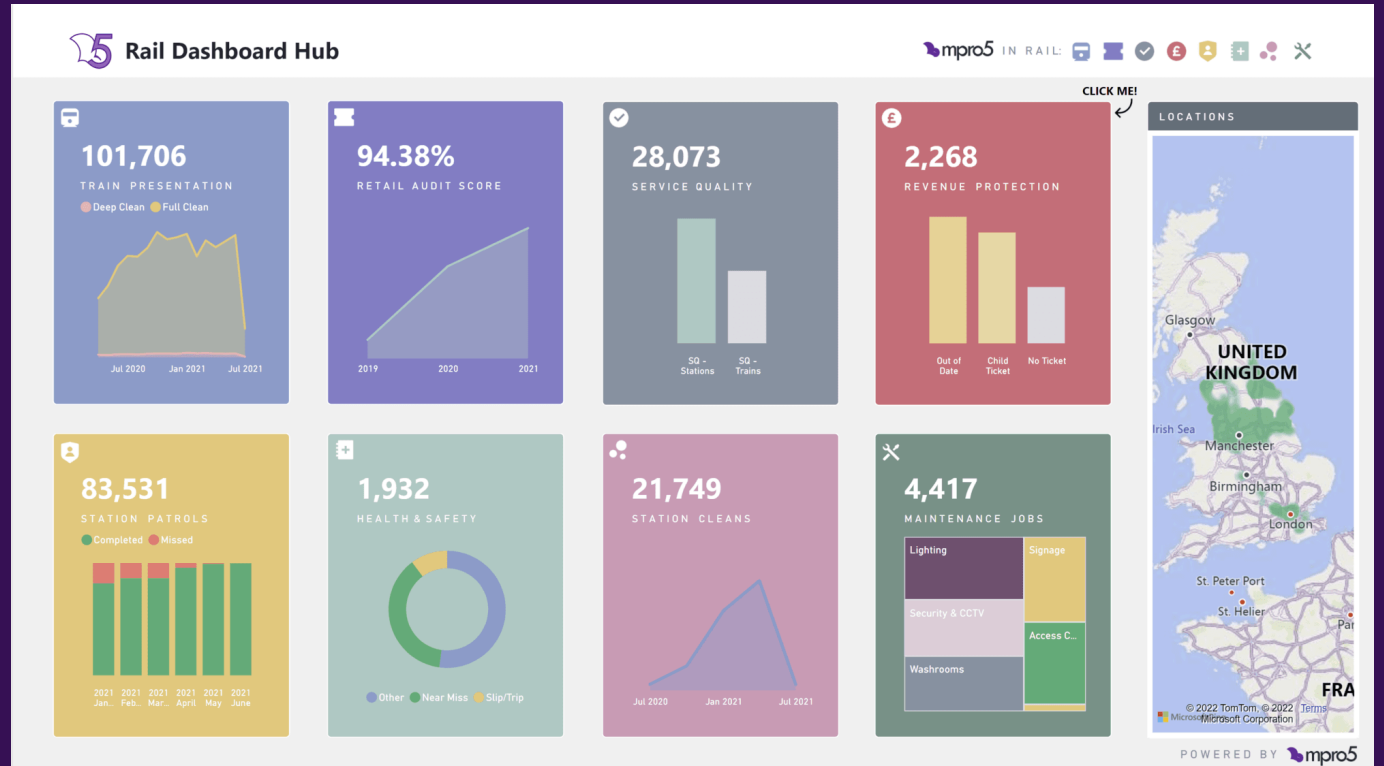
Chiltern Railways are dedicated to creating excellent passenger experiences.

That's why they contacted us in 2018.

They needed a digital auditing solution for Train Presentation (TP) – something their managers could easily use to gather detailed evidence on every clean, structure the data and make it presentable for feedback and reporting.

Chiltern can now provide feedback to their teams and recognise their efforts.

This also fulfils the Department for Transport's expectations for digital reporting on Service Quality Regimes (SQR).



CHILTERN RAILWAY'S REAL-TIME DASHBOARD

INSIDE THIS CASE STUDY...



THE RESULTS

Chiltern's fully digital solution has transformed their train presentation...

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THE PROBLEM

Organising, diagramming and executing turn-around and daily cleans successfully is challenging...

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THE SOLUTION

We configured Chiltern's platform to help them carry out their cleaning and maintenance procedures...

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**“
mpro5 lets us quickly and
accurately check standards
against performance output,
and focus on improvement.
The potential of our mpro5
partnership seems endless.”**

Denis O'Sullivan, Train Presentation Manager

in



A photograph of a train at a station platform, overlaid with a semi-transparent purple rectangle. The train is silver and blue, and the platform is paved. The background shows a large station building with a glass and steel structure.

THE RESULTS

Chiltern's fully digital solution has transformed their train presentation reporting...

STRONGER EVIDENCE, BETTER FEEDBACK, IMPROVED PROCESSES...

Train Presentation is a challenging area of operations, but Chiltern now have substantial evidence on every clean they do, which empowers them to constantly improve their cleaning processes and evidence their work for the DfT.

- ✓ Their mpro5 dashboard allows them to deal with urgent situations immediately if discovered during an audit.
- ✓ Improved feedback for staff and recognition of their efforts has motivated teams to improve their work.
- ✓ Stronger evidence of TP performance has allowed them to readjust or justify SLAs.
- ✓ Digital evidence is a government requirement, and data from mpro5 gives Chiltern far better proof of their efforts or need for additional resources.



“It’s also been a great motivator, because we have the evidence to celebrate great work and congratulate our teams for their efforts.”

Denis O’Sullivan, Train Presentation Manager

A high-angle photograph of a railway yard with numerous tracks and overhead power lines. A large, semi-transparent purple rectangle is overlaid on the right side of the image, containing the text. The background shows a complex network of tracks, some with overhead catenary systems, and a few trains in the distance under a clear sky.

THE PROBLEM

Paper records simply didn't capture the information Chiltern needed...



PAPER THIN COMPLIANCE

Train Presentation is an exceptionally difficult operation to get right. Chiltern's TP teams work very closely with their fleet planners to ensure they clean every train on time and as quickly as possible.

Teams often only have a few minutes to clean an entire train, and the number of staff available for any clean varies. And maintenance often takes priority over any cleaning.

Paper reporting simply doesn't cut it in such a complex operation – as it can't provide any of digital's richness of information without photos, signatures, time and date stamps and video.



THE SOLUTION

We configured Chiltern's platform to help with a number of cleaning audits...

ALERTING, ACTION, INSIGHT

Chiltern's TP department do two kinds of audit using mpro5, completing them on their smart phones or tablets.

The first is a general cleaning audit that managers use to judge the quality of cleans. With the data presented on a Power BI dashboard, managers can easily feedback to their teams on areas for improvement or congratulations.

The second audit is far more detailed, and the questions asked mirror the external Service Quality Regime audit.

These SQRs are used by the government to determine how they allocate funds or hand out fines.

Integrating the SQR audit into their own TP audit means that Chiltern have a much better understanding of how they will be scored ahead of time, which drives further improvement.



“I think it’s worth saying that even without the new DfT requirements, we would be benefiting from the use of mpro5 for train presentation.”

Denis O’Sullivan, Train Presentation Manager

Thank you for reading

CHILTERN RAILWAYS: CASE STUDY

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