

# Global player in railway: a new service centre in quality inspection



## Background & challenge

In 2020, a market leader in train construction wanted to develop an on-site service centre to support railway quality inspection. This service centre covers a wide range of rolling stock – locomotives, mainline equipment, trams and metros.

## Key facts:



Expleo launched a multi-site rail quality inspection service centre in 2020



Ability to support significant business growth



Autonomy in skills development through the implementation of training modules dedicated to the client's processes



A robust and agile process for transforming activities into work units and proven service centre management tools



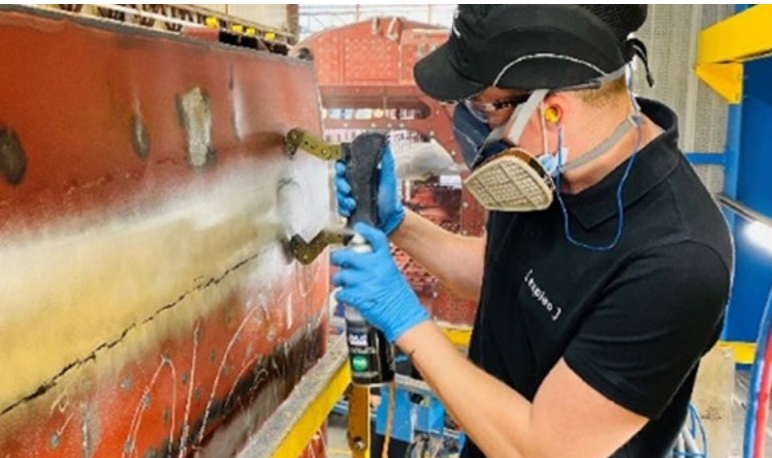
Pooling of local and cross-sector skills

## Solution

Expleo was commissioned to develop a service centre dedicated to quality inspection for several production sites, with teams working locally in the factory. Expleo's role was focused on quality control on rolling stock and non-conformity resolution. The teams work on different types of rolling stock such as high-speed trains, trams and metros.

This service centre enables us to respond to the various challenges faced by our customers, including:

- Finding a partner with strong expertise in quality inspection and is capable of training and qualifying personnel
- Standardising monitoring tools and work methodologies
- Reducing the number of defects through continuous improvement actions based on root cause analysis
- Providing digital solutions to improve the efficiency of operations and add value
- Deploying standardised services on an international scale



The service centre was organised to ensure sustainability, autonomy and flexibility of skills. For this project, Expleo used expertise in quality inspection, acquired in the aerospace sector, and our training school, Expleo Academy. The latter enabled the development of training modules for the client's processes, as well as the use of its rolling stock training module for the railway sector. The teams were thus able to follow a complete Expleo integration programme combining theoretical and practical training in the field.

## Results

Expleo was able to guarantee the quality, costs and deadlines of the deliverables, and gain the client's approval. As a result, the client entrusted the service centre with new programmes.

At the client's request, Expleo implemented a robust and agile transformation process for units of work, thereby enabling the service centre to manage more jobs. Expleo has also implemented a proven governance model to ensure the right level of interaction with the client on technical, organisational, economic and strategic aspects.

After one year of service, customer satisfaction is high with motivated teams and new international projects to come.

Thanks to our training school, Expleo has demonstrated the ability to transpose our know-how in quality inspection from the aerospace sector to the railway sector – a real benefit for our customers.

**“Our proven track record in quality – particularly in industrial quality – our global footprint in over 30 countries, and our training school make Expleo the partner of choice to meet the needs of our international rail customers.”**

**Laurent Jacques**

Global Account Manager, Railway, Expleo

For further information, or if you have any other questions, please write an email to [info@expleogroup.com](mailto:info@expleogroup.com)

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