



Removing the Grey

Light Rail Best Practice, Guidance & Standards

Best Practice

Best Practice

The world would be boring if we were all same!



Endeavour to conform



Understanding the common aspects



Accept the differences

Best Practice

Don't stand out from the crowd!



There are times when
it can be good to be
like everyone else

- ▶ Know when to innovate and when to follow the crowd
- ▶ Unless it can be done better at least do it the same
- ▶ When you cannot achieve the ultimate strive for the next best thing
- ▶ You definitely do not want to be the one!

Best Practice

We need to be open with our information



Sharing is caring

- ▶ You often get back what you give
- ▶ Be prepared to ask for help
- ▶ Create a win win situation for everyone

Best Practice

So what are the fundamental benefits?

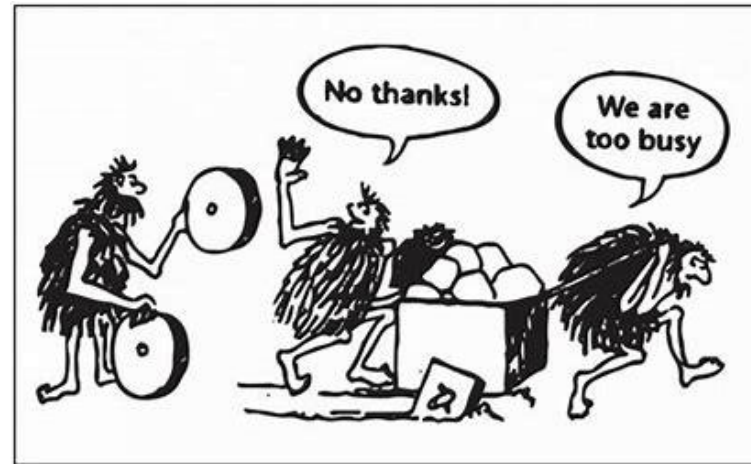


- ▶ Don't get stuck in habitual thinking
- ▶ You often get back what you give
- ▶ Consider your business, its employees and customers

Best Practice

Have a process and follow it

- ▶ Don't reinvent the wheel
- ▶ Don't waste valuable time and resources



- ▶ Work on delivering consistent results
- ▶ Record outcomes and share the knowledge

Best Practice

Maximizing resource for optimum results

- ▶ Don't lose sight of your business objectives
- ▶ Ask yourself if this activity is the best use of resources
- ▶ Don't get stuck in wrong habitual thinking or practices
- ▶ You have to make the best of what you have
- ▶ You cannot afford to be wasteful



Best Practice

Developing Best Practice

You know you want to do it but how do you go about it?

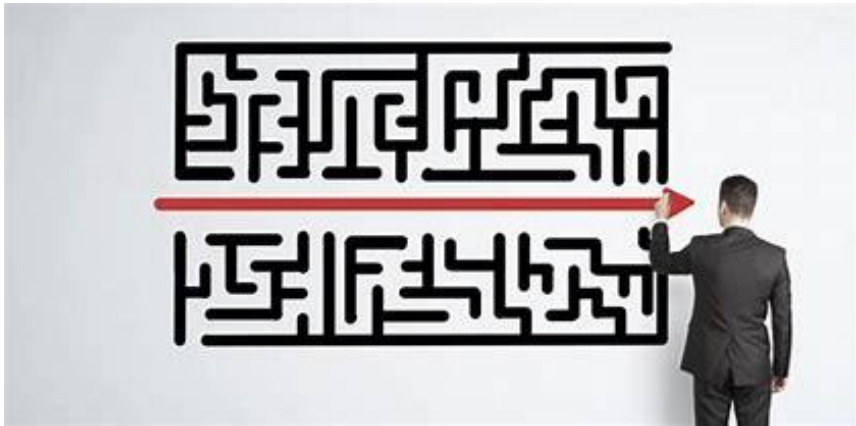


- ▶ Have a plan
- ▶ You don't have to rely on your own experience
- ▶ Use your contacts & make new ones
- ▶ Experiment but record outcomes

Best Practice

Developing Best Practice

Above all keep it simple!



- ▶ Make sure people understand it
- ▶ Minimise the step process
- ▶ Adopt simplicity as a process

Best Practice

Developing Best Practice

It must be shareable and shared



- ▶ Tell people about it
- ▶ Explain & demonstrate the benefits
- ▶ Make certain it is embedded

Guidance & Standards

Guidance & Standards

Setting the Standard

What are we without standards?



- ▶ Not having any can leave you in a right old state
- ▶ Its no good having standards if you're not going to follow them
- ▶ Behaviour breeds behaviour
- ▶ Know your limits

Guidance & Standards

Managing the assets

Follow the steps do not be tempted to miss one!

- ▶ Change of Asset
- ▶ Change Management
- ▶ None conformance



Guidance & Standards

Demonstrating the Standard



What do you measure against?

- ▶ Interpret them
- ▶ Record them
- ▶ Follow them
- ▶ Demonstrate them
- ▶ Review them

Lessons Learned

Do we always use what we have learned?



- Don't keep getting burned
- Learn from your mistakes
- Learn from others
- Document them
- Share them

Lessons Learned

The path to improvement

Gap analysis

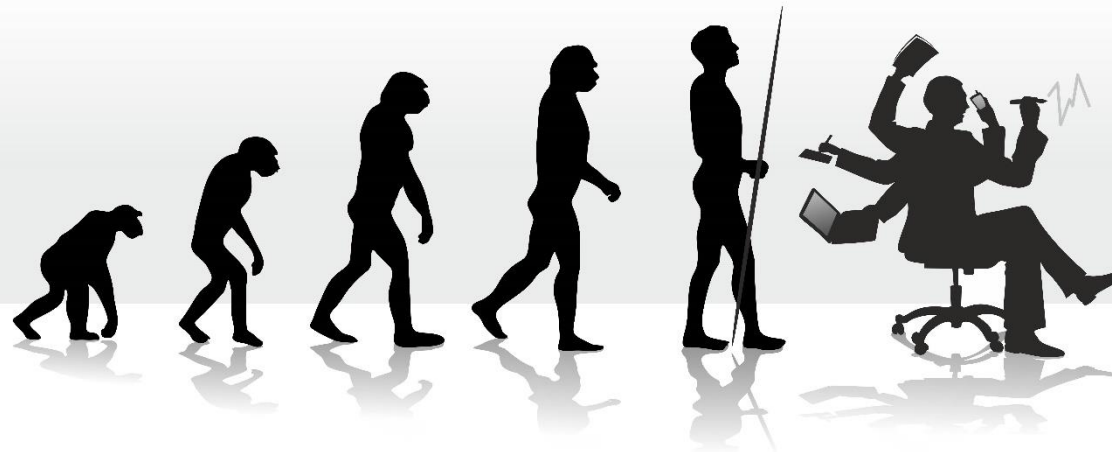
- Analyse your current situation
- Identify the gaps
- Decide on your future state
- Determine how you will bridge them



Lessons Learned

Recognise the need for change

- ▶ Be prepared to change but only where required
- ▶ Determine what to change & how
- ▶ Be certain you are getting something for your efforts
- ▶ Have a strategy & implement it stage by stage
- ▶ Prioritise
- ▶ Adapt & Evolve

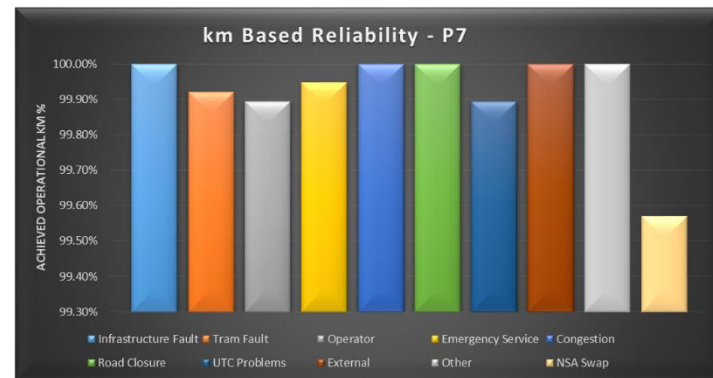
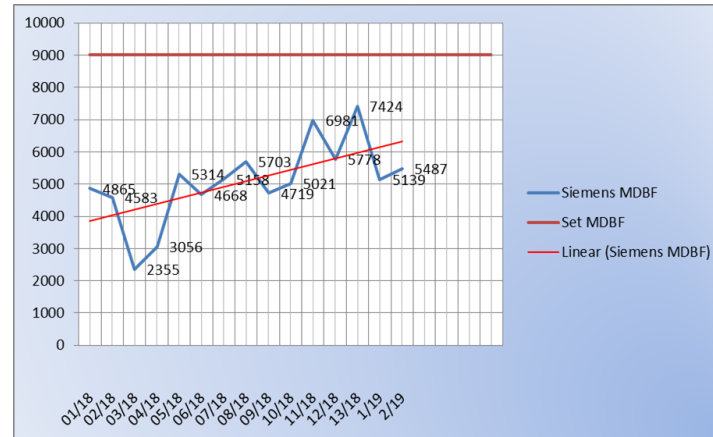


Guidance & Standards

Summary

Implementation

- ▶ Policies
- ▶ Programs
- ▶ Performance



UK Tram & LRSSB

Guidance & Standards

UK Tram & LRSSB

12 months in the making

- ▶ 2018 Summit gathered information from the industry
- ▶ DFT funding is realised
- ▶ LRSSB is formed
- ▶ UK Tram increases the team
- ▶ UK Tram sets out its business plan and 2019 objectives
- ▶ TAIR System goes live

Guidance & Standards

UK Tram & LRSSB

So what does UK Tram & LRSSB wish to achieve?

- ▶ Complete the development of the test Track at Long Marston
- ▶ Continue to work with industry experts on R&D projects
- ▶ Develop a Light Rail Apprenticeship
- ▶ Develop a Light Rail Competency Management plan

Guidance & Standards

UK Tram & LRSSB

So what does UK Tram & LRSSB wish to achieve?

- ▶ Continue to develop TPG
- ▶ Realise a suite of guidance and standards fit for industry
- ▶ Take lessons from our European counterparts
- ▶ Continue to encourage BP through working groups and other forums
- ▶ Set objectives based on industry requirements

Questions?