

## FLEET MANAGEMENT

# CROSS COUNTRY AND WEST COAST TRAINS - CLASS 220/221 VOYAGERS



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**Award winning performance and operational efficiency adding value to Customer Operations**

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The efficiency of any rail system hinges on the availability and reliability of its trains. Effective Fleet Management can be the making of rail systems the world over. When you need train maintenance that you can count on, Bombardier Transportation has the global market leadership needed to provide you with round-the-clock support to maximise reliability and availability.

A world-leading manufacturer of innovative transportation solutions, from regional aircraft and business jets to rail transportation equipment, Bombardier is a global corporation that still possesses its family business ethos and recognises the importance of hands-on partnerships.

We will work seamlessly with you so that your customers feel the benefit of a rail system that they won't just rely on, but be proud of. This partnership approach is exemplified in our support of the Voyager fleets maintained at Bombardier's Central Rivers depot.

We work together at the site to ensure that operational targets are not just met - they are exceeded.

- The Cross Country Voyager Fleets (Class 220 and 221) have just topped (1st and 2nd place) the ATOC Intercity Trains Reliability tables for the fourth successive year (Nov 2012)
- We have worked with both customers to deliver sustainable fleet availability in excess of the contractual requirement
- We work together with our customers to reduce operational and maintenance cost and tailor our Fleet Management contracts to share the benefits gained from delivery of efficiency improvements.

SERVICES

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## Pushing partnerships to drive progress

Whether you need total service solutions, bespoke maintenance support or sourcing of specialist parts - Bombardier offer a tailor-made package that's above and beyond.

For the operators of Britain's busy Cross Country and West Coast Intercity high speed train services, the requirement was for a comprehensive fleet management and maintenance service for their Voyager fleets. Bombardier is proud to have brought a variety of tangible and highly visible benefits to both customers over the past 14 years.

These included the funding and development of a purpose built and state of the art maintenance facility at Central Rivers, providing a maintenance hub within easy access of our customers' operations. In addition, regardless of overnight location, Bombardier takes full fleet management responsibility for delivery of the daily fleet availability to both customers, inclusive of procurement and management of overnight maintenance and servicing from third party suppliers.

We have helped Cross Country Trains provide one of the most efficient and reliable intercity train services in the UK, and our Class 221 fleet operated by West Coast Trains has been the most reliable fleet operating that route. The consistency of the Voyager fleet is a consequence of how Bombardier has worked with its customers to design a fleet management strategy to optimise the performance and availability of the fleet.

## Fleet Management Optimisation

Regardless of the fact that the Voyager fleet delivers award winning reliability, Bombardier's Voyager project team constantly strives to challenge the maintenance cost baseline and tackle performance limitations. Bombardier's Maintenance Optimisation process has been used extensively on the Voyager project to challenge and reduce the 'Whole Life Cost' of the Voyager fleet. Furthermore, application of Lean Manufacturing techniques and processes ensure that maximum operational efficiency is taken from the Central Rivers operation, and when combined with an optimised

maintenance plan this delivers a consistency of quality, availability and reliability of the Voyager product.

## Maintenance with intelligence

When you look at the technology that Bombardier use, you will see why our service is so good. Technology, when combined with the experience and professionalism of our technical staff working within carefully designed and managed processes has enabled Bombardier's Voyager project team to deliver class leading performance consistently for the past 4 years.



## A Complete Solution

Bombardier are positioned to deliver a complete solution for any customer wanting to outsource their fleet management activities, and focus on the core competence of train operation.

The Voyager project is testament to how Bombardier have taken responsibility for design, manufacture and total support of their products in today's challenging railway environment.

The Voyager project delivers the most extensive scope of supply of any of our fleet management projects. This includes assignment of Maintenance Safety Management System obligations from operator to maintainer, enabling the customers to reduce their own internal overhead, whilst improving elements of fleet management process efficiency.

### Bombardier Transportation

Euston House, 24 Eversholt Street, London, NW1 1AD  
Tel +44 (0)20 7874 1220

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

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