



Job Description

JOB TITLE: Fleet Continuous Improvement Practitioner

Reports to: Fleet Business Excellence Manager

Grade: PM2

Safety Status: Non-Safety Critical

Date version agreed: Oct 2024

1. Job Purpose

Responsible for driving process optimization and operational efficiency across the organization. This role involves analysing current workflows, identifying areas for improvement, implementing lean manufacturing principles, and fostering a culture of continuous improvement.

To work closely with cross-functional teams to streamline operations, reduce waste, and enhance overall productivity.

2. Safety Details

A: This role requires security clearance (for e.g. running of special trains)	NO
B: This role is required to hold relevant Track Safety Competence (PTS)	YES
C: This is a Safety Critical Work Post	NO
D: This is a 'Key Safety Post'	NO
E: Reference to this post is included in the Company Safety Certification documents	NO
F: This role manages employees (undertakes specific tasks indicated in the occupational & operational standards manuals)	NO
G: This role manages locations (undertakes specific tasks indicated in the occupational & operational standards manuals)	NO

3. Dimensions

A. Financial: No / **B. Staff:** No



4. Principal Accountabilities

1. Process Analysis & Improvement:

- Assess current processes, procedures, and systems to identify inefficiencies and areas for improvement.
- Utilize lean methodologies, CI Core Tools, and other process improvement tools to streamline workflows.
- Implement corrective actions to resolve process inefficiencies and ensure sustainable improvements.

2. Data Collection & Analysis:

- Gather and analyse data related to key performance indicators (KPIs) to monitor progress and identify trends.
- Develop and maintain performance reports to track the success of improvement initiatives.
- Present data-driven recommendations to management for process enhancements.

3. Project Management:

- Lead and manage continuous improvement projects from initiation through completion.
- Coordinate with departments to ensure timely and effective implementation of process changes.
- Track project progress, timelines, and outcomes to ensure alignment with company objectives.

4. Training & Development:

- Educate and train employees on continuous improvement tools, methodologies, and best practices.
- Promote a culture of continuous improvement by engaging staff at all levels in process optimization efforts.
- Act as a mentor and coach for teams to support lean and improvement projects.

5. Collaboration:

- Work cross-functionally with departments such as operations, manufacturing, supply chain, and quality assurance to drive continuous improvement initiatives.
- Facilitate workshops, kaizen events, and other improvement activities to foster collaboration and problem-solving.
- Serve as a change agent within the organization, promoting best practices and a culture of operational excellence.

6. Compliance & Standardization:

- Ensure compliance with industry standards, regulatory requirements, and internal quality systems.
- Standardize processes and procedures across departments to maintain consistency and reduce variability.
- Develop documentation and standard operating procedures (SOPs) to support continuous improvement efforts.

5. Context

A: Operating Environment:

This role will consist of working across all the fleet depots



B: Framework and Boundaries:

Developing and implementing the best possible continuous improvement tools, techniques to instil a culture where everyone strives for improvement, every day.

Acting as an expert, enabler, and facilitator for all operational delivery teams, so that WMT Fleet can deliver Operational Excellence and the service our customers deserve.

Capturing all key processes, develop into process maps, and simplify our business to deliver the continuous improvement agenda, as part of our transformation strategy.

6. Relationships

A: Reporting lines

Reports to Fleet Business Excellence Manager

7. Knowledge and Experience

- Bachelor's degree in Engineering, Business Management, Operations, or a related field.
 - Certification in Lean, Six Sigma, or other relevant continuous improvement methodologies (e.g. Green Belt, Black Belt).
 - Strong analytical skills with the ability to interpret data and make data-driven decisions.
 - Proficiency in process improvement tools such as Value Stream Mapping, Kaizen, 5S, and Root Cause Analysis.
 - Excellent project management skills with the ability to lead multiple projects simultaneously.
 - Strong communication and interpersonal skills to collaborate effectively with cross-functional teams.
 - Problem-solving mindset with a focus on innovation and efficiency.
 - Previous experience in a continuous improvement or process optimization role.
 - Experience working in a manufacturing or industrial environment.
 - Proficiency in Microsoft Office Suite and data analysis tools.
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8. Job Challenge(s):

The role must work in collaboration with the Fleet Continuous Improvement team to influence a culture change across Fleet Production



Safety & Environmental Safety Responsibility Statement

It is the line manager's responsibility to ensure that the post holder is fully briefed, and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed.
2. In response to an accident or incident.
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work.
2. You must co-operate on matters regarding safety and health.
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment.
4. You must follow the training you have received when using any work items your employer has given you.
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk.
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midlands Trains employees are set out below, in sections which correspond with the West Midlands Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. Policy, Leadership and Resourcing

- a. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
- b. You are responsible for attending the following safety and / or environmental related meetings:
E.g. Sustainability Action Group, SEMG

List meetings here

None apply

- c. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

2. Employee training

- a. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).



- 3. Planned Inspections**
 - a. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.
- 4. Accident and incident investigation**
 - a. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
 - b. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.
- 5. Emergency planning and Security**
 - a. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
 - b. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the Occupational Standards Manual.
- 6. Rules Competencies, Permits and Licences**
 - a. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
 - b. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
 - c. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.
- 7. Communications**
 - a. You must ensure that you attend regular briefings which cover safety and environmental issues.
 - b. You must attend any local job induction training session on your first day at a new location.
- 8. Auditing and safety Check**
 - a. You must ensure that substandard conditions found by you in workplaces are reported to the appropriate line manager or Control without delay.
 - b. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.
- 9. Promotion of Environment & Safety Issues**
 - a. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.



10. Health Controls

- a. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
- b. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
- c. You must understand and comply with the standard for Control of Asbestos.
- d. You must understand and comply with company standards for management of cases of occupational ill health.
- e. You must understand and comply with the standard for Staff Care and Support System (SCASS).

11. Personal Protective Equipment (PPE)

- a. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
- b. You will be issued with PPE on a personal basis.

12. Purchasing, Procurement and Management of Contractors

- a. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
- b. You must understand and comply with the company standard for managing contractors.

13. Environment

- a. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.



Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the safety management system.

Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

Signed:		Job title:	
Name:		Location:	
Date:			

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

Signed:		Job title:	
Name:		Location:	
Date:			

Date Due:

Date Reviewed:

Post Holder Signature:

Line Manager Signature:

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