

# OPERATIONAL EXCELLENCE IN RAIL INDEX 2017

The majority of respondents believe that **Operational Excellence (OE)** should be the way we run our business and is a key mechanism to delivering strategic objectives

# 87%

87% either strongly or somewhat agree with the following statement: "Operational Excellence is the pursuit of world-class performance. It requires everyone, from the boardroom to the trackside, to consistently make the most effective operational decisions, based on an integrated view of operational reality, based on risk, cost and productivity."

## What OE means to us

- Improving customer satisfaction with reliability and cost ..... **62%**
- Enabling safer and more effective routine operations ..... **56%**
- Keeping the trains running on time ..... **51%**
- More effective and timely project management ..... **49%**
- Keeping more people safe on the network ..... **47%**

## What does OE improve for us?



# 90%

Almost 90% think that OE is somewhat or very important to the success of their organisation.

## Enablement

- 76% of respondents** either strongly or somewhat agreed with the statement: "Technology is an enabler for delivering sustainable Operational Excellence in hazardous industries."
- 80% of respondents** are somewhere on the path to an Operational Excellence framework
- 43% of respondents** believe that Operational Excellence is the responsibility of everyone in the organisation

## Why we pursue OE

- Optimising work programmes
- Influencing cultural and behavioural change
- Achieving greater cost efficiencies
- Reducing operational and major accident risk
- Improving project performance



## The Reality



**80% of respondents** said they were on a journey to **Operational Excellence**



Of the 80%, **only 7-12%** felt they were seeing any **return on investment**.

The data from the survey points to two major contributors to this gap between ambition and reality; **culture and technology**.



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