TfL Management System

Guidance Document

# G1394 Managing Train Operator Errors

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# 1 Purpose

1.1 The purpose of this Guidance is to assist Trains management teams in maximising depot reliability and ultimately reduce Lost Customer Hours (LCH) caused by Train Operator errors. It seeks to confirm and share existing good practice already being used by management teams across the network.

# 2 Scope

2.1 The scope of this document is to list the preventative measures and processes involved in effectively managing Train Operator errors. The Guidance applies to Trains management teams, i.e. Train Operations Managers (TOMs), Train Operations Standards Managers (TOSMs) and Duty Train Service Managers (DTSMs).

# 3 Guidance

| | |
|---|---|
| All concerned (TOM / TOSMs / DTSMs) | **3.1 General**<br>3.1.1 In order to improve train service reliability, Train Operator errors need to be minimised. Managing Train Operator performance and behaviours in line with the Manager's Handbook and Discipline at Work procedure (including the support Pack) is a key part of ensuring the risk of errors is minimised as far as possible. |
| | **3.2 Preventative measures** |
| All concerned | 3.2.1 Managers can minimise the risk of staff errors by actively seeking ways to raise awareness of the impact staff errors can have. This can be achieved through early intervention, working closely with Instructor Operators and COO Training, using the processes available to manage performance. |
| | 3.2.2 **Championship role**<br>Allocating a champion role is an effective way of managing the risk of staff related errors. This role can be carried out by a TOSM or DTSM working under the guidance of a TOSM. The staff error champion must take ownership in how errors are managed and ensure a consistent approach is taken by the whole team. |
| Champion TOSM or DTSM | 3.2.3 **Analysing performance and trends**<br>Successfully managing staff errors requires analysing performance and trends to identify potential issues and prevent unnecessary recurrences.<br>• Continually monitor staff errors at your depot to identify trends or patterning.<br>• Review EIRFs and fact-finding notes from all investigations so lessons can be learnt and if applicable, measures put in place to prevent re-occurrence.<br>• Use the staff errors reports produced by the Insight Reliability team to identify common types of errors at the depot and the number of errors made by individual Train Operators.<br>• Review the staff errors reports to monitor and validate that staff errors are being accurately recorded and correctly assigned. Where there is ambiguity or incorrect information, clarification should be sought either through the |



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