

Information for users

The following document:

NR/L3/MTC/MG0176/02
Issue 4

has had changes made to it, most recently, with effect from **06 March 2014**.

Instructions for use

It is essential that you first read and understand each letter of instruction pertaining to the standard before proceeding to use the standard. You must then apply the requirements of each letter to the standard.

NR/BS/LI/212	Issue 3	Expired 6 March 2014	Proceed to letter ►
NR/L3/MTC/MG0176/02	Issue 4	04 September 2010	Proceed to standard ►

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Ellipse work management handbook
2 Mandated business rules for the use of Ellipse

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NR/L3/MTC/MG0176/02

Mandated business rules for the use of Ellipse

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2. Mandated business rules for the use of Ellipse

In order to standardise the process of recording work in Ellipse, the following rules have been agreed and shall be adhered to.

2.1 Recording defects in Ellipse

Defects shall be defined as actionable or non-actionable.

All actionable defects shall be entered into Ellipse as work orders with a *required finish date* as required by company standards.

Non-actionable defects shall be entered into Ellipse where the specific defect has been approved. The non-actionable defects approved for entry into Ellipse will be maintained on a standard form to facilitate update and reissue, refer to SMF/MG/0327. All approved non-actionable defects shall be entered into Ellipse as work orders with a *required finish date* of 31/12/2099. Where removal of non-actionable defects is planned, the work order shall be assigned a *planned start date*.

Other non-actionable defect work orders currently in Ellipse shall be:

- Re-categorised as an actionable defect
- Added to the non-actionable approved list and rescheduled, as above
- Or cancelled using the code "RE"

2.2 The use of Ellipse walkout reports for patrolling

Track patrollers shall not take walkout reports with them whilst inspecting the railway infrastructure and shall report defects as per Network Rail track standards. Patrollers in other disciplines need to refer to the relevant Network Rail Standards for their discipline. Section Managers shall take walkout reports to verify work identified by patrollers and to confirm its priority. This is achieved by the use of Ellipse walkout report *RTR624* for Permanent Way and *RTRO26* for OLE. The supervisor shall raise a WAIF for any new work identified.

2.3 Prioritisation and reprioritisation

Following inspection, all decisions to prioritise or reprioritise shall be made by the Section Manager in accordance with the relevant Network Rail Standards. The decision to reprioritise is a safety of line responsibility and therefore cannot be made by the planner.

Reprioritisation is subject to the following strict rules.

- Reprioritisation shall be authorised by the Section Manager, only after a visual inspection to justify the change.
- Reprioritisation can be challenged by an appropriate functional engineer.
- A written justification is required and should be retained (refer to NR/L3/MTC/PL0159 for retention details). This shall include the Ellipse reprioritisation codes and reason for reprioritising the work.

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- Work that has been reprioritised for the sixth time shall be reviewed by the functional maintenance engineer and Section Manager to agree what actions, if any are required.
- Subsequently they shall be reviewed by the same two parties after every 6th reprioritisation.
- The Section Planner or Section Administrator shall only make the changes in the system on receipt of a written authorisation from the Section Manager. This shall include an appropriate reprioritisation code along with the justification for reprioritising the work. This may be recorded through the notes of the Weekly Section Manager's Plan-Do-Review, it does not have to be a separate communication.
- The Section Planner or Section Administrator shall include the justification together with the User ID of the authoriser in the *Comments* field of the *Audit Details* box within Ellipse and reprioritise the work with the provided reprioritisation code. This is important as it provides a necessary audit trail.

Reprioritisation shall be monitored using the *National Reprioritisation Report* (See section 5.12) and shall be reviewed through the weekly Plan-Do-Review (PDR) meeting and the Maintenance Delivery Unit Weekly Planning Meeting.

2.4 Annual plans

The loading of Annual Plans in Ellipse is mandatory. The Annual Plan volumes should be the same as the agreed business plan volumes. The correct phasing by period of annual plan volumes is important as this should be carried out in a robust manner, as is possible. They shall be built up using the number of tasks that need to be performed on the assets rather than the number of assets. The annual plan shall be compiled using historical and future forecast Ellipse data. The annual plans shall be agreed by the IMDM prior to submission. Once the annual plan volumes have been agreed these shall be loaded into Ellipse before the commencement of the new financial year.

Note: The Maintenance Systems & Data Organisation will issue detailed instructions periodically on how to create and load the Annual Plan into Ellipse.

2.5 Raising Work Arising Identification Forms (WAIFs)

Where additional work is identified it shall be recorded on a WAIF. This is required in all cases, whether the WAIF is completed retrospectively, (work found and completed), or the work needs to be planned. It is mandatory that the Section Manager reviews and authorises all WAIF forms before the work is entered into Ellipse and this will help prevent duplicate entries in the system.

For details of the data required when completing a WAIF see section 3.1.

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2.6 *Timescales for inputting WAIFs*

The following timescales for inputting WAIFs shall be adhered to:

Work identified

All authorised WAIFs shall be entered in Ellipse no later than five working days from the found date. The Section Manager shall review all WAIFs in a timely manner and submit them to the Section Planner for inputting. The Maintenance Systems & Data Organisation report Work Orders Created more than 7 Days from Defect Raised Date will be used to monitor work orders that have not met this deadline.

Work identified and completed

Work that is identified and resolved at the same time and reported on a WAIF shall be closed in Ellipse no later than 1700 hours on Tuesday for work completed up to 2359 hours on the previous Friday, to allow the processing of accurate productivity figures.

2.7 *Capturing the found date of a WAIF*

When raising a work order, the *Raised Date* in Ellipse shall reflect the found date recorded on the WAIF. The Maintenance Systems & Data Organisation report Work Orders Created with same Raised and Creation Date can be used to query those work orders where the dates are the same. (See section 5.14)

2.8 *Cancelling a work Order in Ellipse*

Under no circumstances shall work orders be cancelled and recreated to avoid reprioritisation.

Cancellation is subject to the following strict rules:

- Written details of the engineering justification shall be provided and retained. This may be recorded through the notes of the Weekly Section Manager's Plan-Do-Review, it does not have to be a separate communication. This shall include the Ellipse cancellation code, see Table 1, and reason for cancelling the work.
- When cancelling a work order, the Section Planner or Section Administrator shall enter their User ID in Ellipse.
- The Section Planner or Section Administrator shall cancel the work order only on the receipt of a written authorisation from the responsible manager. This shall include an appropriate cancellation code as shown in Table 1 along with justification for cancelling the work.
- The Section Planner or Section Administrator shall replicate the authority and comments in the *New Completion Comments* field within Ellipse and cancel the work with the provided cancellation code.
- The Maintenance Systems & Data Organisation *Cancellation Report* shall be verified by the responsible manager and reviewed at the Delivery Unit weekly planning meeting. (See section 5.11)

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Table 1- Ellipse cancellation codes:

Code	Cancellation Description	Notes
RE	Cancelled - Data Cleansing	This code will be used when the section manager has highlighted that the work order will not be completed. For example, the work was incorrectly reported, Boundary Change, Incorrect MST work orders, duplicate work orders, cancelled due to line speed change or asset removed.
CO	Cancelled - Done by Other Work	This code is used when a section manager outlines the work orders that no longer require further work as they've been completed by other work. For example defects removed by OTM or Renewals.
AU	Cancelled - Asset Out Of Use	This code will be used for work related to assets that are temporarily out of use. For example points that have been clipped out of use.
CM	Cancelled - Maintenance Missed	This code is only used where the work order is still open and the next cycle of MST is due to be committed within the next committal period. The section manager is to be informed prior to cancellation of the work.
NR	Cancelled - Inspected, Work not required	This code will be used when following an inspection, the section manager is happy that the work is no longer required.
MI	Cancelled - Error in Initial Entry	Work orders cancelled due to inputting error.

2.9 Closing a work order in Ellipse

Completed work orders shall be signed and approved as completed work by the Supervisor prior to entry into Ellipse. The Section Administrator shall close manual work orders in Ellipse no later than 1700 hours on Tuesday for work up to 2359 hours on the previous Friday, to allow the processing of accurate productivity figures.

2.10 Defect codes

Where applicable, defect codes shall be identified by the Section Manager and shall be added to the WAIF and entered in Ellipse on the work order *Job Codes* tab using the *Priority Defect Type*. These codes will be displayed on the work order prints and walk out reports. For details of what defect code can be used per standard job, refer to MESD on line. Currently these are primarily used within the Pway and E&P disciplines only.