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|  | Ref:            | NR/L3/MTC/MG0176/09 |
|                                                                                  | Issue:          | 3                   |
|                                                                                  | Date:           | 04 September 2010   |
|                                                                                  | Compliance date | 04 September 2010   |
| Ellipse work management handbook                                                 |                 |                     |
| 9 Work management reporting tools – Report examples                              |                 |                     |

# Ellipse work management handbook

NR/L3/MTC/MG0176/09

## Work management reporting tools – Report examples

### Report Examples

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### 9 Work management reporting tools – Report examples

#### BACKLOG REPORT – Report Type: MDUM Report

| MDUM                     | DISCIPLINE                      | Work Order<br>MST | Work Order<br>Work Arising | Work Order<br>Grand Total | Sum of Days<br>Overdue | Average Days<br>Overdue | Sum Of Hours<br>Remaining | Average Hours<br>Remaining | % of Total<br>Work Orders |
|--------------------------|---------------------------------|-------------------|----------------------------|---------------------------|------------------------|-------------------------|---------------------------|----------------------------|---------------------------|
| Ashford MDUM             | Permanent Way                   | 43                | 80                         | 123                       | 3,522                  | 29                      | 2,441                     | 20                         | 9.2%                      |
|                          | Signalling & Telecommunications | 47                | 25                         | 72                        | 2,089                  | 29                      | 98                        | 2                          | 5.4%                      |
| Ashford MDUM Total       |                                 | 90                | 105                        | 195                       | 5,611                  | 29                      | 2,539                     | 14                         | 14.6%                     |
| Kent E&P                 | Electrification & Plant         | 84                | 3                          | 87                        | 1,161                  | 13                      | 214                       | 4                          | 6.5%                      |
| Kent E&P Total           |                                 | 84                | 3                          | 87                        | 1,161                  | 13                      | 214                       | 4                          | 6.5%                      |
| Kent Ultrasonics         | Rail Failures                   | 99                | 0                          | 99                        | 1,354                  | 14                      | 9,932                     | 101                        | 7.4%                      |
| Kent Ultrasonics Total   |                                 | 99                | 0                          | 99                        | 1,354                  | 14                      | 9,932                     | 101                        | 7.4%                      |
| London Bridge MDUM       | Permanent Way                   | 150               | 2                          | 152                       | 2,535                  | 17                      | 63                        | 0                          | 11.4%                     |
|                          | Signalling & Telecommunications | 491               | 12                         | 503                       | 11,247                 | 22                      | 265                       | 1                          | 37.8%                     |
| London Bridge MDUM Total |                                 | 641               | 14                         | 655                       | 13,782                 | 21                      | 328                       | 1                          | 49.2%                     |
| Orpington MDUM           | Permanent Way                   | 26                | 99                         | 125                       | 3,946                  | 32                      | 4,214                     | 35                         | 9.4%                      |
|                          | Signalling & Telecommunications | 101               | 70                         | 171                       | 5,828                  | 34                      | 135                       | 1                          | 12.8%                     |
| Orpington MDUM Total     |                                 | 127               | 169                        | 296                       | 9,774                  | 33                      | 4,349                     | 16                         | 22.2%                     |
| Grand Total              |                                 | 1,041             | 291                        | 1,332                     | 31,682                 | 24                      | 17,362                    | 14                         | 100.0%                    |



#### Notes:

- The number of MST Work Orders in Backlog.
- The number of Work Arising Work Orders in Backlog.
- The total number of Work Orders in Backlog (MST WO + Work Arising WO).
- The total number of days overdue.
- The average number of days overdue.
- The total number of estimated hours remaining.
- The average number of estimated hours remaining.
- The percentage of total work orders in Backlog.

Figure B1 – Backlog report: MDUM type



|                 |                     |
|-----------------|---------------------|
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#### BACKLOG REPORT – Report Type: Business Critical Report

|                                                               |                                                   |                   |                            |                           |                        |                         |                           |                            |                           |
|---------------------------------------------------------------|---------------------------------------------------|-------------------|----------------------------|---------------------------|------------------------|-------------------------|---------------------------|----------------------------|---------------------------|
| ENGINEER                                                      | (All)                                             |                   |                            |                           |                        |                         |                           |                            |                           |
| MDUM                                                          | (All)                                             |                   |                            |                           |                        |                         |                           |                            |                           |
|                                                               |                                                   |                   |                            |                           |                        |                         |                           |                            |                           |
| KPI DESCRIPTION                                               | NORM REF DESCRIPTION                              | Work Order<br>MST | Work Order<br>Work Arising | Work Order<br>Grand Total | Sum of Days<br>Overdue | Average Days<br>Overdue | Sum Of Hours<br>Remaining | Average Hours<br>Remaining | % of Total<br>Work Orders |
| Z399_01 Overdue Supervisory Track Inspection (level 2)        | B00139AA Track Inspection - Supervisor            | 35                | 0                          | 35                        | 377                    | 11                      | 29                        | 1                          | 7.8%                      |
| Z399_01 Overdue Supervisory Track Inspection (level 2) Total  |                                                   | 35                | 0                          | 35                        | 377                    | 11                      | 29                        | 1                          | 7.8%                      |
| Z399_02 Overdue Engineers Track Inspection (level 3)          | B00139AB Track Inspection - Engineer              | 8                 | 0                          | 8                         | 238                    | 30                      | 6                         | 1                          | 1.8%                      |
| Z399_02 Overdue Engineers Track Inspection (level 3) Total    |                                                   | 8                 | 0                          | 8                         | 238                    | 30                      | 6                         | 1                          | 1.8%                      |
| Z399_04 Overdue URFD                                          | B00133AO URFD U1&U2 FP JTS & BOLT HOLES TEST PL   | 15                | 0                          | 15                        | 249                    | 17                      | 13                        | 1                          | 3.4%                      |
|                                                               | B00133AP URFD U1&U2 FP JTS & BOLT HOLES TEST S&C  | 17                | 0                          | 17                        | 247                    | 15                      | 32                        | 2                          | 3.8%                      |
|                                                               | B00133AY URFD - U7 - RAIL DEPTH MEASUREMENT       | 2                 | 0                          | 2                         | 40                     | 20                      | 9,768                     | 4,884                      | 0.4%                      |
|                                                               | B00133AY URFD - U15 SPERRY FULL RAIL SECT TEST PL | 47                | 0                          | 47                        | 602                    | 13                      | 101                       | 2                          | 10.5%                     |
|                                                               | B00133AZ URFD - U15 SPERRY FULL RAIL SECT TEST SC | 18                | 0                          | 18                        | 216                    | 12                      | 18                        | 1                          | 4.0%                      |
| Z399_04 Overdue URFD Total                                    |                                                   | 99                | 0                          | 99                        | 1,354                  | 14                      | 9,932                     | 101                        | 22.1%                     |
| Z399_05 Rail in Tunnel (S.M.) Inspection Overdue              | B00136AA Track Inspection - Tunnel - Supervisor   | 4                 | 0                          | 4                         | 70                     | 18                      | 0                         | 0                          | 0.3%                      |
| Z399_05 Rail in Tunnel (S.M.) Inspection Overdue Total        |                                                   | 4                 | 0                          | 4                         | 70                     | 18                      | 0                         | 0                          | 0.3%                      |
| Z399_07 No. of JFPI Inspections Overdue                       | C0010360 POINT INSPECTION AND MAINTENANCE [C]     | 29                | 0                          | 29                        | 487                    | 17                      | 29                        | 1                          | 6.5%                      |
| Z399_07 No. of JFPI Inspections Overdue Total                 |                                                   | 29                | 0                          | 29                        | 487                    | 17                      | 29                        | 1                          | 6.5%                      |
| Z399_08 No. Point Ends with S1053 Inspections Overdue         | B00132AH S & C - Facing Point Examination         | 34                | 0                          | 34                        | 398                    | 12                      | 0                         | 0                          | 7.6%                      |
| Z399_08 No. Point Ends with S1053 Inspections Overdue Total   |                                                   | 34                | 0                          | 34                        | 398                    | 12                      | 0                         | 0                          | 7.6%                      |
| Z399_15 Cab Ride - Level 2 (Supvr) & Level 3 (Engineer)       | B00139AC Cab Ride - Supervisor                    | 71                | 0                          | 71                        | 1,359                  | 19                      | 5                         | 0                          | 15.3%                     |
|                                                               | B00139AD Cab Ride - Engineer                      | 4                 | 0                          | 4                         | 92                     | 23                      | 0                         | 0                          | 0.3%                      |
| Z399_15 Cab Ride - Level 2 (Supvr) & Level 3 (Engineer) Total |                                                   | 75                | 0                          | 75                        | 1,451                  | 19                      | 5                         | 0                          | 16.8%                     |
| Z399_16 No. of Overdue Facing Point Lock (FPL) tests          | C0010112 FPL (MECHANICALLY OPERATED) - TEST       | 1                 | 0                          | 1                         | 12                     | 12                      | 0                         | 0                          | 0.2%                      |
|                                                               | C0010115 FPL (GEC HW1000/2000) - TEST             | 5                 | 0                          | 5                         | 95                     | 17                      | 0                         | 0                          | 1.1%                      |
|                                                               | C0010121 FPL (W'HOUSE M3) - TEST                  | 2                 | 0                          | 2                         | 26                     | 13                      | 0                         | 0                          | 0.4%                      |
| Z399_16 No. of Overdue Facing Point Lock (FPL) tests Total    |                                                   | 8                 | 0                          | 8                         | 123                    | 15                      | 0                         | 0                          | 1.8%                      |
| Z399_17 Signal Alignment Checks - Quarterly                   | C0020123 SIGNAL - 2-ASPECT - SVC [C]              | 3                 | 0                          | 3                         | 43                     | 14                      | 0                         | 0                          | 0.7%                      |
|                                                               | C0020124 SIGNAL - 3-ASPECT - SVC [C]              | 7                 | 0                          | 7                         | 154                    | 22                      | 0                         | 0                          | 1.6%                      |
|                                                               | C0020125 SIGNAL - 4-ASPECT - SVC [C]              | 34                | 0                          | 34                        | 668                    | 20                      | 0                         | 0                          | 7.6%                      |
|                                                               | C0020130 SIGNAL - LED - SVC [C]                   | 1                 | 0                          | 1                         | 55                     | 55                      | 0                         | 0                          | 0.2%                      |
| Z399_17 Signal Alignment Checks - Quarterly Total             |                                                   | 45                | 0                          | 45                        | 920                    | 20                      | 0                         | 0                          | 10.1%                     |
| Z399_18 TC Checks - Annual (inc Axle Counters if app.)        | C0030231 T/C - GEC HW IMPULSE - SERVICE           | 1                 | 0                          | 1                         | 41                     | 41                      | 0                         | 0                          | 0.2%                      |
|                                                               | C0030234 T/C - T121 - SERVICE                     | 3                 | 0                          | 3                         | 123                    | 41                      | 0                         | 0                          | 0.7%                      |
|                                                               | C0030236 T/C - AC 50Hz - SERVICE                  | 7                 | 0                          | 7                         | 126                    | 18                      | 0                         | 0                          | 1.6%                      |
| Z399_18 TC Checks - Annual (inc Axle Counters if app.) Total  |                                                   | 11                | 0                          | 11                        | 209                    | 26                      | 0                         | 0                          | 2.5%                      |
| Z399_19 Busbar Earth Testing - Quarterly                      | C0060150 TRACKSIDE APPARATUS CASE - SVC [C]       | 86                | 0                          | 86                        | 1,737                  | 20                      | 172                       | 2                          | 19.2%                     |
|                                                               | C0060151 EQUIPMENT ROOM - SVC [C]                 | 2                 | 0                          | 2                         | 61                     | 31                      | 8                         | 4                          | 0.4%                      |
| Z399_19 Busbar Earth Testing - Quarterly Total                |                                                   | 88                | 0                          | 88                        | 1,798                  | 20                      | 180                       | 2                          | 19.7%                     |
| Z399_20 Visual Inspection Report - OHL Patrol                 | E0010102 OLE - E01 FOOT PATROL                    | 5                 | 0                          | 5                         | 80                     | 16                      | 0                         | 0                          | 1.1%                      |
| Z399_20 Visual Inspection Report - OHL Patrol Total           |                                                   | 5                 | 0                          | 5                         | 80                     | 16                      | 0                         | 0                          | 1.1%                      |
| Z399_32 Overdue Level 2 Defect                                | B00433AC Track - PL - Lift and Pack               | 0                 | 1                          | 1                         | 8                      | 8                       | 23                        | 23                         | 0.2%                      |
| Z399_32 Overdue Level 2 Defect Total                          |                                                   | 0                 | 1                          | 1                         | 8                      | 8                       | 23                        | 23                         | 0.2%                      |
| Z399_33 Overdue Hidden Fencing Inspection                     | B00135AC BOUNDARY - ROUTINE INSPECTION            | 3                 | 0                          | 3                         | 27                     | 9                       | 0                         | 0                          | 0.7%                      |
| Z399_33 Overdue Hidden Fencing Inspection Total               |                                                   | 3                 | 0                          | 3                         | 27                     | 9                       | 0                         | 0                          | 0.7%                      |
| Z399_34 Overdue Platform Gauging Inspection                   | B00138AC Platforms - Full Gauging Survey          | 2                 | 0                          | 2                         | 16                     | 8                       | 6                         | 3                          | 0.4%                      |
| Z399_34 Overdue Platform Gauging Inspection Total             |                                                   | 2                 | 0                          | 2                         | 16                     | 8                       | 6                         | 3                          | 0.4%                      |
| Grand Total                                                   |                                                   | 446               | 1                          | 447                       | 7,637                  | 17                      | 10,210                    | 24                         | 100.0%                    |

Figure B2 – Backlog report: business critical type