

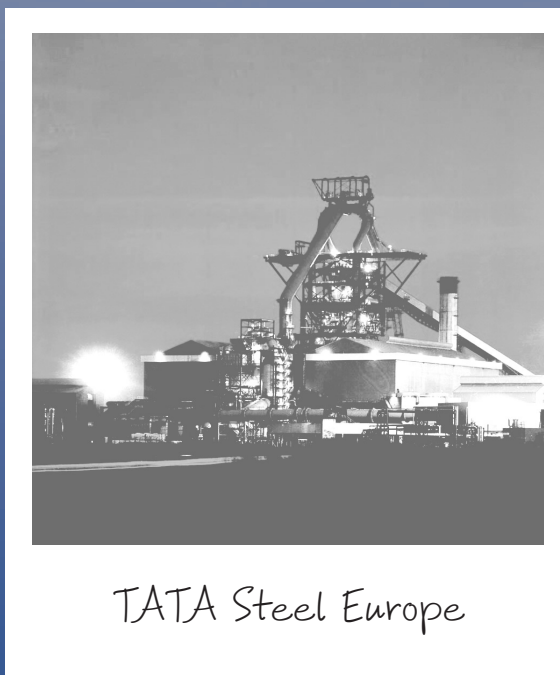


**Client:**  
TATA Steel Europe

**Project:**  
To implement a Facilities Management (FM) application to provide a centralised FM service at the TATA Steel Technology centre in Rotherham.

**Objectives:**  
To transition from a number of paper based systems to one centralised FM application, with the aim of improving communications and streamlining facilities & maintenance operations.

**Results:**  
Improved control, efficiency and effectiveness within the Engineering & Site Facilities team, enabling the delivery of an optimum service to TATA Steels' Research departments. In addition, utilised FM software to manage legal and regulatory data to support ISO 14001 (environmental management) compliance.



TATA Steel Europe

# Case Study

In Depth

## Efficiencies Achieved Via Centralisation

TATA Steel RD&T (Research Development & Technology) relies heavily on its Engineering & Site Facilities (ESF) department which is responsible for maintaining and supporting health & safety measures in order to ensure a safe working environment for its workforce of over 850 employees. The effective prioritisation of maintenance requests and the reliability of plant and equipment is critical to the ongoing success of the TATA Steel business.

TATA Steel RD&T required an efficient, reliable and future-proof FM software application to manage the facilities at their Rotherham site. Prior to implementing QFM, (Service Works Group's comprehensive FM software) many of the servicing and maintenance functions were paper based, with jobs being allocated on an ad-hoc basis. Communication between the service engineers was often unreliable because individuals remembered job specifics (such as due dates) from memory rather than referring to documentation or data stored in an IT application.

The aim was to seamlessly embed an FM system at the Swinden Technology centre in Rotherham, to provide a centralised facilities service. TATA Steel also needed a solution which could support asset management for both the built environment and engineering plant. Following a system selection process, TATA Steel chose QFM software from Service Works Group in 2007.

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## Improved Visibility Drives Performance

Since the installation of QFM, TATA Steel RD&T ESF has benefitted from significant improvements in work planning/schedulings. The ESF team utilises QFM to instantly log jobs through a centralised helpdesk, prioritise the tasks, assign to the most appropriate service engineer and close the job once completed. Gary Lindley, Facilities Manager at TATA Steel, comments "The implementation of the QFM system allows priorities to be selected for individual events and ensures that reported work is not overlooked." QFM maximises labour output, therefore significantly improving efficiency.

TATA Steel takes advantage of QFM Event Director, a strategic management tool that provides real-time event information via a graphical interface. Traffic light colour-coding built into the system highlights deadlines and provides the capability to monitor performance and intercept, escalate and action potential issues.

## Health & Safety First

Research and Development can by its very nature be dangerous and as such, rigorous control over health and safety is paramount. TATA Steel is responsible for following correct procedures to ensure that the environment is safe for its employees, hazards are controlled and risks reduced. TATA Steel RD&T holds ISO 14001 (Environmental Management) accreditation for its research site and QFM ensures that regulatory compliance of specific equipment and systems is monitored, controlled and reinforced.

Planned Preventative Maintenance (PPM) schedules are co-ordinated and managed through QFM, allowing the ESF team to collaborate with different research departments to ensure minimal disruption to core functions during routine maintenance work. As Gary Lindley states, "Having the PPMs on QFM provides a clear auditing facility which demonstrates legal and regulatory compliance, such as the control of Legionella and asbestos. The system assigns clear responsibility for servicing, maintenance and ownership of equipment, asserting full control over resource planning and budgets."

Our staff are able to effectively prioritise and plan work so that a first class service is provided



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## Efficiencies Achieved via Centralisation

QFM will enable TATA Steel to effectively centralise the reporting of repairs and servicing via a company intranet site and thus provide real time information back to the appropriate department regarding start and completion dates. A range of comprehensive reporting tools ensure that TATA Steels' management has full visibility of both ESF staff and contractor performance.

Gary Lindley concludes: "Centralisation has meant greater control, more efficient and effective use of resources and less duplication. Our staff are able to effectively prioritise and plan work to ensure that a first class service is provided to the Research Departments. Use of QFM software has raised the profile of the ESF team and increased awareness of the services we provide."

## About TATA Steel

TATA Steel is a top ten global steel maker and Europe's second largest steel producer with annual revenues of around £12 billion. With major manufacturing plants in the UK, the Netherlands, Germany, France and Belgium, the organisation produces over 20 million tonnes of crude steel each year.

