Storyboard (answer plan)

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| **Section** | Q9 Quality Control | | |
| **Weighting** | 2.5% | **Page / Word Limit** | 750 words |
| **Owner** | Jo Thompson | **Lead Author** | Sonia |
| **Contributors** | Lead Entity | **Reviewer** | Soruban/Steve Stanyon |
| **Evaluation Criteria** | | | |
| **The Question** | | | |
| What is the supplier's process for quality control checks, both internally and on tier 2 suppliers in the agreement?  How does the supplier maintain a 'right first time' approach to each of the different service lines? | | | |
| **Defining Our Offer** | | | |
| **Client Drivers**  Why has the client asked us this question? What is their underlying issues/concerns? By understanding their key challenges we can produce a winning response. | | | |
| **A 'Good Response' will include detail exaclty how quality control is carried out and at what stages.  Plans are in place to resolve quality issues and there is a culture of improvement that can be demonstrated, getting to a point where issues are resolved first time**  A 'Bad Response' will not provide enough evidence of quality management being considered within the process.  There is no acceptable method of monitoring the quality of the tier 2 suppliers, which can be shared. | | | |
| **Win Themes**  Which win themes could and should we emphasise in this answer? And what benefit will these provide to the client? | | | |
| **Win Theme** | | **Benefits** | |
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| **Building Our Response**  Below you should break down the answer to your response into the subsections within each section allowing for effective signposting to the client.  In each part detail your approach. It can be bullet points at this stage but should address all important technical points as well as client drivers, win themes and USPs. Proof points need to be included to back up statements. |
| **Overall message** |
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| **Sub-question 1:** |
| 698 words  MWS acheives consistent quality by:   * Providing capable, well-trained workforce. * Establishing clear quality standards, based on client requirements, MWS standards and industry best practice. * Implementing these standards within our ISO-accredited Work Management System (WMS). * Training staff and sub-contractors to follow the quality processes embedded in our working practices. * Rigorously monitoring quality/compliance (automated and manual checks). * Sharing performance with clients, staff, sub-contractors/supply chain, maximising opportunities to learn/improve.   Our **right first-time** culture starts with ensuring our workforce is properly trained and has the correct tools and equipment to do a great job. A key MWS differentiator is our substantial level of investment in training and tools that enables our workforce (including sub-contractors) to deliver ‘right first time’, bringing cost and programme benefits. For example our behavioural safety programme has reduced service strikes by 57% since 2020.  MWS Smart Metering team is certified through our bespoke, EUSR-accredited in-house programme that includes:   * Specific meter installation methods * Knowledge of scenarios * One-to-one live site training * Behavioural training, reducing defects/costs of rectification.   **Planning/preparation**: Our dedicated planning and scheduling team will utilise all works information, property location, streetworks data and customer requirements to ensure the right resource is planned to the right job at the right time.  **Every stage of works is rigorously quality checked**; automated by our bespoke work management system (WMS) which will incorporate all elements of YW’s specification and mandate evidence of quality completion of each stage of a job, before works can progress to the next stage.  **Mobile applications** provide near real-time photographic evidence at key stages of the meter installs, recording the quality of reinstatement; minimising repeat visits and non-conformity. Our apps enable site staff to:   * upload photographs to demonstrate quality of backfills and reinstatement. * record pre-work site set up for street works compliance. * video record risk assessments, reviewed by supervisors to check safe, correct working.   Every job is audited using photographic recognition technology or automated job management checks that prevent operatives leaving the premises until the system verifies the work has been properly completed. The successful introduction of this technology has enabled us to deliver very low fault percentages and create efficiencies – leading to a significantly higher number of installs. Photographs are checked by our quality team for compliance with SROH and industry good practice.They report any issues to supervisors for immediate on-site corrective measures.  Workforce must check the following:   |  |  | | --- | --- | | Pre- Checks | Completion Checks | | Adult present when entering domestic properties. | Leaks. | | Pets removed from works area. | Working meter. | | Solvents/bleaches removed from works area. | Pressure and flow. | | Water-run appliances switched off. | Any trapped air flushed. | | Meter Accessible. | Noise/vibration after fit. | | Stop tap/screw valve accessible; working. | Earth bonding refit. | | Drain-off accessible. | Customer happy with location. | | Pressure and flow check | Photos of location of works, meter, damage after works. | | Earth Bonding/pen stick test. | Photos of meter/serial and reading. | | Customer happy with location. |  | | Photos of location of works; pre-existing damage. |  | | Photos of Meter/Serial and reading. |  |   We use **generative AI image recognition** which contributes to a 'right first time' approach by 1. Improving accuracy – meter readings/serial numbers are recorded photographically, 2. Enhancing efficiency – accurate photographs of meters, 3. Supporting quality assurance – real-time data capture reduces reworks/remedial work.  We strive for ‘right first time’ from first customer contact to prevent access issues, missed appointments etc. Our call centre is achieving exceptional C-MeX scores in meter installation for Thames Water, averaging 86.89. To improve customer telephone/online booking, we use **Salesforce Lightening**, the leading job management system. We use field scheduling tool (Oracle Field Solutions) to ensure compliance with appointment completion (99.8%).  **Subcontractors** are subject to the same quality training/standards/checks as our in-house teams and receive quality control inductions prior to works; Monthly performance assessments/reviews cover productivity, commercial, streetworks, defects, safety events, FPN numbers, training, customer interactions.  We perform core testing to check the quality of subcontractor reinstatement. Core samples are analysed for compliance and to correct any quality issues. Learnings from analysis are shared with all teams via toolbox talks and briefings to drive improvement.  Real-time data generated from our workflow and internal systems/Power Bi provides quality-related data visualisations/dashboards and insights into performance, including deep-dive analysis at, e.g., team level, driving continuous improvement.  Our structured approach to metering reduces complaints, contributing to higher C-/D-MeX scores. |
| **Sub-question 2:** |
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| **Sub-Question 3:** |
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| **Sub-question 4:** |
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| **Sub-Question 5:** |
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| **Absolute key word/phrases: e.g. CDM, Every Customer Counts relating to the question** |
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| **Relevant Policies, MOPs accrediations, attachments etc** |
| MAGI |
| **Linked Case Studies: Have we written about this before?** |
| |  |  |  | | --- | --- | --- | | Name/Project | Growth Team Contact | Ops Contact | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |

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| **Graphics**  A picture / diagram / flow chart is worth a thousand words!  Sketch any graphics needed to support the answer? |

* Drop graphics in here and which subsection they apply to