



CASE STUDY

SGS PULLS RAIL MAINTENANCE ASSESSMENT SERVICES INTO STATION FOR GRAND CENTRAL

On July 2, 2011, Grand Central Railway Company Limited, a privately-owned train operating company providing passenger rail services in the United Kingdom, welcomed SGS aboard to provide rail maintenance assessment services. Throughout the contractual journey, scheduled from July until November of 2011, SGS optimised company maintenance examination policies for a fleet of high-speed trains linking northeastern England, York and London to improve workload consistency and reduce resource and labour expenditures.

SGS CORREL RAIL KEEPS ROLLING STOCK ON THE RIGHT TRACK

Grand Central started its first route in December of 2007 and increased service by adding new connections in May of 2010 and again in December of 2011. Committed and professional train staff at Grand Central are considered to be the greatest company asset. Dedicated to its role as a corporate citizen, Grand Central is proud to be involved with local communities and diverse charitable events.

Grand Central provides safe, reliable and relaxing rail travel with exceptional service. In January of 2012, the National Passenger poll which surveyed over 50,000 passengers from across the UK placed Grand Central at a 95% rate of overall service satisfaction making it a leader in the British rail travel industry.

UNIQUE SOLUTIONS FOR UNIQUE SITUATIONS

In its mission to assure customers top-quality service, reliability and safety, Grand Central sought the advice of a qualified, independent testing company for its rolling stock. Years of tangible experience and expert-level professional knowledge in comprehensive rail maintenance assessment services made SGS CORREL Rail the perfect choice for Grand Central.

CORREL Rail was acquired by SGS Group in June, 2011 to enhance its services for rolling stock manufacturers, component suppliers and operators. CORREL Rail functions as a permanent Notified Body and provides service in certification of new, upgraded and modified rolling stock, technical assessment of products and processes, consultancy, and training. The CORREL portfolio adds even more value to the comprehensive range of services that SGS already offers.



CASE STUDY

SGS IMPROVING RAIL EXAMINATION AND MAINTENANCE

During the project partnership, SGS was challenged to optimise Grand Central Railway maintenance examination processes for the fleet of high-speed trains (HST) by introducing a more efficient method of examination. It was an SGS objective to conduct streamlined examinations more frequently in order to shorten periods between inspections to ensure customer safety and increase asset value.

At the same time, the highly-skilled team of SGS experts drew on its extensive competence and experience in the field of inspection and verification to assist Grand Central in creating HST maintenance examination policy which provided a consistent workload and required fewer resources and personnel to produce even better results whilst positively affecting the budget.

In the Grand Central Railway project, equipment reliability was paramount as even minor failures could have caused interruption or suspension of services resulting in substantial financial losses. Therefore, it was of top priority that SGS inspection policies ensured quality and reliability of equipment during all phases of maintenance examination.

For the duration of the rail maintenance assessment project, Grand Central relied on SGS experience in quality control to mandate that equipment, components and staff conducting examination stood in compliance with all contractual specifications, mandatory requirements and obligatory quality standards. SGS state-of-the-art resources and unique planetary network provided Grand Central the best quality assurance throughout the entire project.

SGS "KNOWS IT CAN"

SGS expert inspection and testing services provided Grand Central Railway with the certainty that maintenance examinations are intensive and extensive. With the assistance of SGS professionals, Grand Central has optimised examinations procedures to ensure passenger safety, keep a consistent level of inspection and repair personnel and reduce unnecessary costs.

SGS was especially pleased to lend its extensive services and expertise to this extremely important project impacting safe, reliable and affordable rail travel for commuters needing to arrive on time, vacationers enjoying a comfortable journey and tourists discovering the wonderful sights and landscapes of England

SGS IS THE WORLD'S LEADING INSPECTION, VERIFICATION, TESTING AND CERTIFICATION COMPANY.