

CASE STUDY: FACILITIES MANAGEMENT VEHICLE PREPARATION AND RESTOCKING

THE CHALLENGE

As part of an improvement project for a leading Facilities Management company, Cosmos Performance were asked to lead our client to develop an improved method for cleaning, preparing and restocking ambulances for a large NHS Ambulance Trust. During the project initial engagement, the goals were established with the core aims to reduce defects, enhance standards and be cost-effective.

The full preparation required cleaning both inside and outside of the vehicle as well as checking key functions are working, along with restocking medical equipment that has been used. The method being used at the time was leading to some vehicles not being fully prepared within the time allowed, therefore, to achieve the project goals the time required to fully prepare each ambulance needed to be reduced.

THE SOLUTION

Through value stream mapping and DILO (Day In the Life Of) observations it was identified that there was no consistent method being used for preparing each vehicle, as well as this there was a lot of shuffling vehicles around into different zones. It was identified that by reducing these vehicle movements and developing a standardised method for preparing each vehicle efficiencies would be achieved.

To enable the vehicle movement to be reduced more tasks needed to be completed prior to moving to the next zone. This was achieved by introducing mobile restocking and cleaning stations, allowing multiply parts of the preparation process to be completed without the vehicle moving. A standardised process was also developed that followed a natural flow for preparing each vehicle, combining these changes with other smaller adjustments reduced the full preparation time by 50% while improving compliance and reducing defects.

The benefits included the following components:

- **Introduction of mobile restocking and cleaning stations** allowed for multiply tasks to be completed with needing to move the vehicle.
- **Implementation of standardised preparation** methods delivered improved consistent results.
- **Reduced vehicle movements** improving preparation productivity while also meaning vehicles engines were running for less time.
- **Improved safety due to less vehicles moving** around while operatives are working within the area.
- **Working hours aligned to when the ambulances came off shift**, giving a greater working window without increasing the input hours.

THE OUTCOMES

The improvements have not only enhanced service delivery but also has a positive impact on both the vehicle preparation team & the ambulance crews, giving confidence, vehicles are fully ready to go when they are needed.



50% reduction on vehicle preparation time, allowing more vehicles to be prepared within each shift.



Greater budgetary and financial controls enabled by the removal of 80% of overtime, by matching the demand to the working hours.



Standardised preparation methods have allowed for consistency and reduced defects across all vehicles.



Improved confidence that all vehicles are fully prepared and ready when required by the ambulance crews.



20% more vehicles fully prepared each day giving the ambulance trust improved vehicle availability.



Improved safety & sustainability through the reduction of vehicle moves, meaning engines running less & vehicles and operatives are not moving around the same areas.

After seeing the success achieved with Lean & Process Improvement the Ambulance Trust are now planning to use the same methodology across their vehicle maintenance department.

“ Seeing the team prepare the ambulances in this new way gives myself and the crews a lot of confidence they are always fully stocked and ready to go once the team have finished with them. Great work.”

– Duty Station Officer

To find out how Cosmos Performance can help your organisation, reach out to us at info@cosmosperformanceltd.com or visit www.cosmosperformanceltd.com.