

Delivering excellence without exception in the rail industry - Arriva Train Wales

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Lynne Milligan, Human Resources Director, Arriva Trains Wales



Background

Arriva Trains Wales is one of the 26 passenger rail companies operating throughout Wales and England. Part of the Arriva Group, a leading provider of passenger transport in Europe which is owned by Deutsche Bahn, it is a leading pan-European public transport operator with operations across 11 European countries and more than 38,500 employees.

Arriva Trains Wales' aim is to be Europe's best in class rail operator. To help achieve this aim Arriva Train Wales manages a fleet of 125 trains covering a route of over 1,009 miles, supported by 2,050 employees. Operating 955 services per day across 244 stations throughout England and Wales, results in Arriva trains travelling more than 13.7 million miles each year. On average, its services handle around 65,000 passenger journeys a day, with the ability to carry more than 12,000 customers at any one time.

Arriva Trains Wales has been adopting business excellence approaches since the beginning of its franchise in 2003 and was the first organisation of its type to achieve the Investors in Excellence (IiE) Standard back in 2004. An annual business review is conducted by Arriva using the IiE Standard which then provides the foundations for the year's improvement plan.

The benefits of excellence

Since implementing the IiE Standard **customer satisfaction has risen to 87%**, above that of the national rail sector average (84%). PPM improvements (the Public Performance Measure - a standard measurement across all UK rail) has now increased to 93.8%. Improvements can also be seen in **employee satisfaction** with the number of staff being proud to work for Arriva Trains Wales **rising by nearly 40%**.

Lynne Milligan, Human Resources Director at Arriva Trains Wales, commented: “Each year we review the business against the IiE Standard and develop a continuous improvement action plan arising from that review. Our improvement activities have seen us steadily increase to the top quartile of all performance measures across our sector.”

“The ‘excellence’ approach will help any organisation to take an honest look at what exists and what is lacking with a view to making an improvement. By taking this approach we have fully focused the efforts of the business on sustainably improving how we do things and this has translated into better performance results across the organisation.”

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If you are keen to share similar successes then get in touch today with a member of the team to find out how Investors in Excellence can help you achieve similar successes. **Call +44 (0)1564 711 004** or [click here](#) to get in touch.