

Jonathan Farnfield
HYDRO

A hand from the left side of the frame points towards a dark blue horizontal banner. The banner contains the text '→ HYDRO & Design Council' in white. The background is a bright blue sky with scattered white clouds. In the upper right corner, a small white airplane is visible, flying away from the viewer and leaving a white contrail.

→ **HYDRO & Design Council**

WHO ARE HYDRO?

- HYDRO UK are a German owned business who have a Global presence
- HYDRO Germany designs and manufactures Ground Support Equipment Globally
- HYDRO UK designs and manufactures Gas Turbine assembly tooling
- HYDRO UK supply Rolls Royce predominantly
- Jonathan Farnfield and Jon Edwards

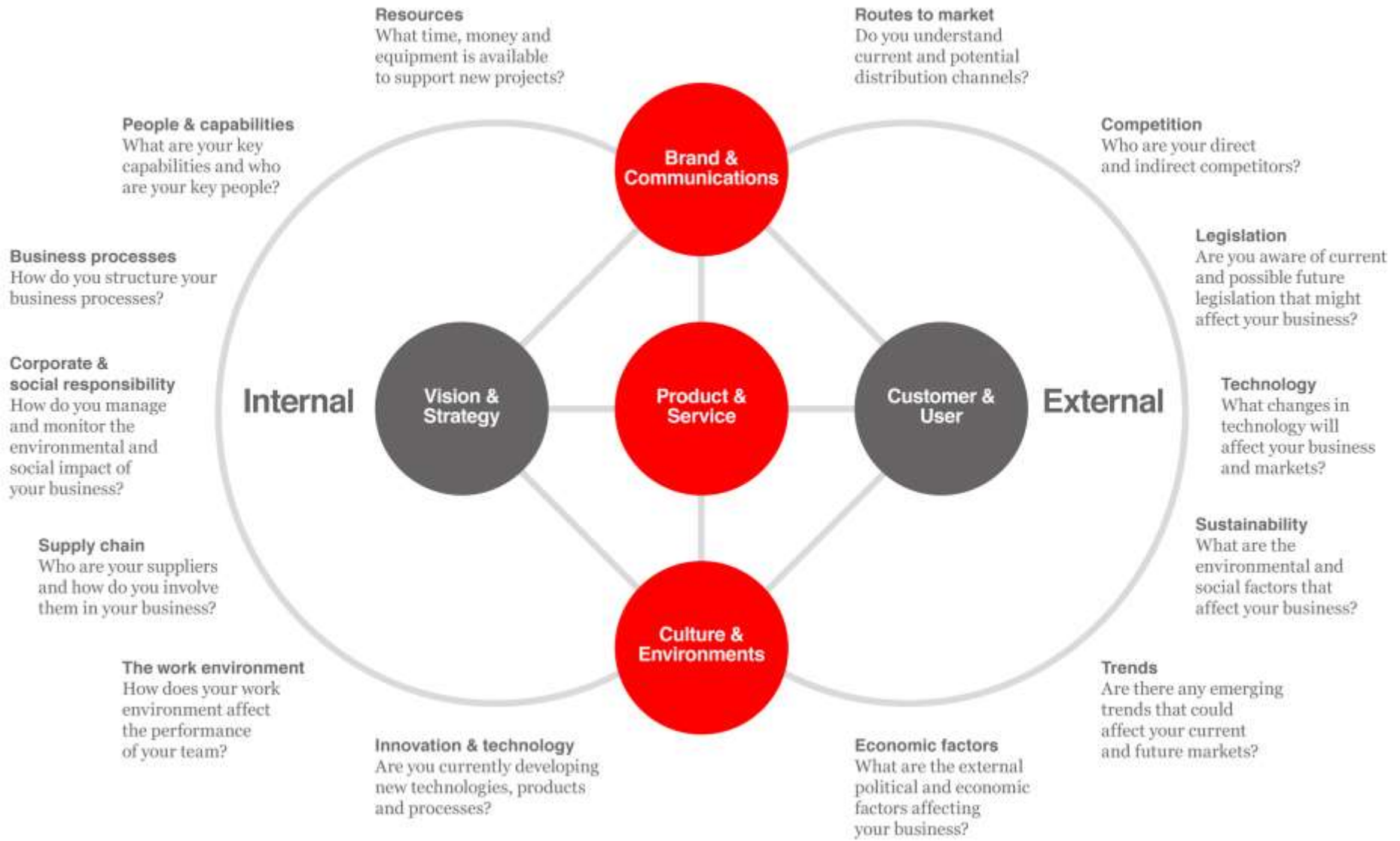


THE DESIGN COUNCIL ENGAGEMENT



Precision in Aircraft Support

DESIGN COUNCIL



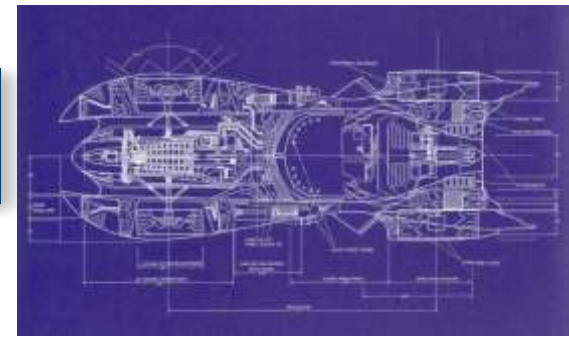
Opportunity Review

A one day workshop to scope out five areas identified for improvement

- Customers and Users
- Brand and Communication
- Culture and Environment
- Vision and Strategy
- Product and Services

HYDRO and the Design Council selected three projects to embark on immediately, these being;

- Service Blueprinting
- Vision and Strategy
- Brand and Communication



Project 1 Service Blueprint

- The first process was to map the touch points between the two businesses, from initial request through to validation



Project 1 Service Blueprint

- Then to identify 2 main areas that could be improved and map these out on two separate occasions



Project 1 Service Blueprint

- Finally to implement the changes to improve information flow and speed up the processes to remove any waste

Request for Tooling

+ Attachments

Title	Protective cover for O3 module bulkhead T1000		
Raised	22-Jul-2013	Last Update	22-Jul-2013
	Request ID	TP9003418	
	Lt/State	Issue	Version
			1p1

Requester's Details

Organisation	Rolls-Royce		
Dept / Area	Cool / ME	NetWk Activity	n / a
Name	McCormack, Matthew	Phone	01332244717
		Fax	n / a
		Email	matthew.mccormack@rolls-royce

For Use In: With

Engine Series	Trent 1000	Module Nos	O3
Engine Mark		Package Nos	ACR 91A Op. 40

Design Deliverables

Deliverables				Design Review Required
New	Revise Existing	Not Required		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OMSD	<input checked="" type="checkbox"/> (PDR) Preliminary Design Review <input checked="" type="checkbox"/> (CDR) Critical Design Review <input checked="" type="checkbox"/> (MDR) Manufacturing Drawing <input checked="" type="checkbox"/> (TDR) Technical Document Review
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2D Drawing (AutoCAD)	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2D Drawing (NX)	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3D Model (NX)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stress Calculations	CAD Data Standards Required
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Risk Assessment	Retain current standard
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PUWER Checklist	Tech Pack Standards
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HAZOPS Checklist	

Service Blueprint

- Complete process map showing just how complex the business is, map now being used to analyse the rest of the business to eliminate waste
- Request forms have now been updated to improve the quality of the data from the customer to enable a more accurate response from HYDRO, customer contact details added from the requestor to speed up communication.
- HYDRO spec document now confirms the customer requirement and sketches of the proposed solution and again speeds up the hardware delivery date.
- All of the above have improved the requirement and solution turnaround by an average of 2 weeks per request, quality and clarity of communication has improved dramatically leading to a closer relationship and a better understanding of both businesses to enable closer alignment

Vision and Strategy

- Strategy completed and rolled out to the UK and to Head office
- Vision for the future completed and rolled out to the UK and to Head office
- Continued talks with our customers to ensure alignment for the future are underway

Brand and Communication

- Voice of the customer sessions planned for late 2014
- Internal HYDRO UK sales pitches to Head office underway with better lines of communication in place to further sell the UK to our German colleagues

Success factors

- Full buy in and support from HYDRO Senior management
- Dedicated relevant project team setup in HYDRO
- Full support from the Design Council whenever needed
- Full support from our customer Rolls-Royce whenever needed



→ **THANK YOU FOR YOUR ATTENTION!**

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