

# “Striving to Exceed Our Customers’ Expectations”



**topics  
reviews &  
trivia**

22ND ISSUE  
MARCH 2011

## From the General Manager



Dear Colleagues,

It has been six months since I re-joined TRT and wrote my last article for the 21<sup>st</sup> TRT Newsletter. The Company’s results for 2010 have been finalised and “signed off” by our external auditors and although sales for November and December were the lowest two months of the year (due to low Customer inputs) as projected we exceeded budget for 2010.

As I write this article we have nearly completed the first quarter of 2011 and, as you all know (via the monthly employee briefings), we should exceed budget (albeit marginally) for this first financial period. This is a great achievement when you consider we had to make some “restructuring” decisions during the Christmas holiday period, as all the indications were that inputs would be low for the first quarter. I would like to thank you all for your support when you co-operated fully with the request to change your shift patterns.

We have to submit financial forecasts on a quarterly basis to our shareholders (Rolls-Royce and Chromalloy) and the forecast we will be presenting to the Board will show a 12% increase to budget; this is a challenge but the Management team believe it is achievable based upon the first three months’ results.

Over the last six months we have made a great deal of progress on how we measure and analyse business performance and this information is now being displayed on the main business “story boards” as well as the Blade, NGV and Shared Resource “cell boards”.

TRT’s strategy for 2011 is fundamentally the same as 2010 and that is to grow the business and become world class in everything we do, every time we do it, by adhering to our four basic principles:

- |                                   |   |                                           |
|-----------------------------------|---|-------------------------------------------|
| 1. <b>On Time</b>                 | - | <b>Meeting Customer TAT requirements.</b> |
| 2. <b>High Quality</b>            | - | <b>100% yield in the repair cycle.</b>    |
| 3. <b>Low Cost</b>                | - | <b>Maximise earnings.</b>                 |
| 4. <b>Clean, Safe Environment</b> | - | <b>Zero accidents, Zero incidents.</b>    |

All of the business improvement objectives that have been set for 2011 are based around these four basic principles and the “Operational Excellence” model shown on the right. The plans that have been formulated from these objectives should at least deliver or exceed budget targets.

Safety, Health & Environment: We have had a very positive response in terms of “near miss / incident” reporting during the first quarter of this year; the quantity and quality of the reports has really impressed Robin Bryce and myself.

Employee engagement has significantly improved (via the monthly briefings) as a result of the 2010 “Employee Engagement and Satisfaction Survey”.

We recognise there is still work to do and will be running the 2011 survey during the second quarter of this year. The format has been simplified from last year to enable us (the TRT Management team) to analyse the results in a more meaningful way.

By working together to keep up the good work we will achieve TRT’s 2011 objectives.




Raise money for

DASG



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### Newsletter Publication Team

Karen Towlson, Wendy Townsend.

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We hope that you enjoy reading the 22nd issue of the TRT newsletter and would welcome any suggestions for how we can improve the next issue. Many thanks to everyone who has contributed.

This is your newsletter and we need your input. Please help us to make it interesting and entertaining. Tell us about your hobbies and sporting achievements; have you recently celebrated a special birthday or wedding anniversary?; please send us articles, photos, anecdotes. Or if you prefer, just give us the information and we'll write the article.

Thanks very much in advance!



## Congratulations to **Alan Hadfield & Gary King** "The TRT STARs"



We are very pleased to announce that the Management Team has chosen Alan Hadfield and Gary King as the TRT STARs, the winners of the STAR Achiever Reward.

As stated in Robin Bryce's article on the next page, there has been a very positive response to Alan Hutchinson's target for each Production area to raise at least one Near Miss per area per month. We have therefore decided to link the TRT STAR award on this occasion to Near Miss Reporting.

Alan has brought to our attention two issues with potential to result in significant injury which we have been able to address whilst Gary has been particularly active in reporting and recording potentially unsafe situations in the workplace.

- Alan drew our attention to the issue of cutting discs potentially being used in tools at above their rated speed and a potential hazard created by the lack of rear guarding on a Bridgeport Mill after it was moved away from the wall.
- Gary has been responsible for 10 of the 54 near-miss reports that have been raised this year to date.

Alan and Gary each receive the TRT STAR award of £50.



## Congratulations on completing 10 years' service with CUK/TRT during 2010 to:

<b>Darren Bridge</b>	<b>10th January</b>	<b>Roy Powdrill</b>	<b>13th March</b>
<b>Michael Betteridge</b>	<b>4th September</b>	<b>Baz Gillett</b>	<b>4th September</b>
<b>Alf Shaw</b>	<b>25th September</b>	<b>Peter Fearn</b>	<b>2nd October</b>
<b>Roger Fretwell</b>	<b>23rd October</b>	<b>David Stevenson</b>	<b>30th October</b>
<b>Andy Rigsby</b>	<b>6th November</b>	<b>Michael Hunt</b>	<b>11th December</b>

**They have all received a 10 Year Service Award -  
a personalised silver-plated carriage clock.**

## That was a Near Miss . . .

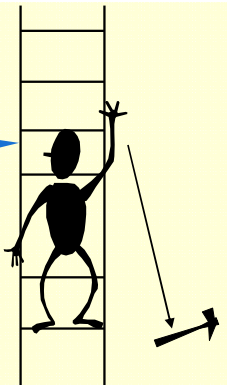
First of all, a Big Thank You to everybody who has taken the time to report a Near Miss or potentially unsafe situation and to the Supervisory and Maintenance teams who have been working to address the issues identified. At the time of writing this article over 50 Near Miss observations have been brought to the attention of the Management Team.

### What is a Near Miss?

At TRT Near Misses include:



- Any 'unplanned event' that could have resulted in injury (e.g. a polishing belt breaks but does not cause any injury).
- Any 'planned event' which poses a foreseeable risk of causing an accident (e.g. reaching a control valve by standing on the top rung of an unsupported step ladder).
- Any unsafe situation which poses a foreseeable risk of causing an accident (e.g. a patch of spilled oil in a walkway).



### Why Report Near Misses?

By noting and responding to Near Misses, we are aiming to eliminate a lot of potential accidents before they happen. It is widely accepted that there are likely to be many hundreds of Near Misses for every major injury accident. By eliminating the causes of the Near Misses, we aim to decrease the likelihood of a major injury accident.

Dealing with Near Misses is a bit like conducting an accident investigation before the accident has happened. Ask yourself:

- Why has this Near Miss taken place?
- What should we do to prevent a potential accident happening?



### How should I Report / Record a Near Miss?

Most of you will be aware that we have replaced our form-based Near Miss reporting system with Near Miss books. For example, the Near Miss book for the factory area is located in the Shift Supervisor's office. If you witness a Near Miss, or notice an unsafe situation, please bring it to the attention of your supervisor and record your observation in the Near Miss book. Hopefully you will have noticed some of the measures being taken to address Near Misses that have been reported.

As you will see on Page 2 the TRT Management Team considers the reporting of Near Misses to be so important that for the Spring Newsletter the selection of the TRT STARS has been based on the reporting of Near Misses. Please keep up the good work - without your support this key process will not work - you are the eyes of the Company.

**Robin Bryce**

# Engineering Matters

## Seal of Approval for TRT - Jeff Rickers

2010 was another successful year for TRT with a total of 12 Trent source approved repair schemes granted by Rolls-Royce. In the last newsletter Alan Cail focused on the achievement of 7 world first turbine blade repairs for the Trent 500 engine, however these weren't the only successes as we also achieved approvals for the Trent 700 and Trent 800 blade.

- 6 Rolls-Royce source approved repair schemes for Trent 500.
- 3 Rolls-Royce source approved repair schemes for Trent 700.
- 1 Rolls-Royce source approved repair scheme for Trent 800.
- 2 Rolls-Royce source approved repair schemes for 535 E4.

2011 has started as 2010 finished; we are continuing with the drive for more Trent engine approvals and already have further approvals for the Trent 500, Trent 700 and Trent 800 engines

It's important to recognise that a major factor for these achievements is team work. Both the Production and Engineering departments working together to achieve the goal of approval is critical to the success of the projects.

Teamwork is also very important on a wider scale as the time invested by TRT and Rolls-Royce benefits the customer, who avoids having to spend money on new parts.



*Johnathan Hemstock uses the CMM to inspect a Trent LP Blade Turbine Seal Fin.*

## Best Wishes to Rachel



TRT was sorry to say goodbye to Rachel Wheatley who left the Company recently to further her career. Rachel worked for TRT for 4½ years and during this time made a significant contribution to the introduction of Tay products into the business and also the Design Organisation Approval (DOA) process as reported in previous newsletters.

# Quality is long remembered...

## Bob Kowalewski

Since the last newsletter the TRT Management Team has focused on ensuring that the Company delivers products and services that provide the highest quality to our customers. Therefore the TRT 2011 bonus criteria now includes a requirement to reduce customer issues which has further stressed the importance of quality to all employees. This has also contributed to the success of the following important audits:

- The BSI audit was successfully carried out by Kieran Birmingham on 15th and 16th February. This was his first visit to TRT. He raised two minor findings regarding documentation which were quickly cleared by Engineering. We were also reminded about the need to comply with the changes to AS9110 for which there will be a transition period. The next BSI visit later in 2011 will be classed as Stage 1 of this transition.
- During his annual audit on 8th March Bob White from the FAA emphasized the need to create clear, consistent and legible records. When he checked some documents on the Shop Floor he noted some inconsistencies with two route cards. In response to his observations we have carried out training sessions on route card working practices - the basics. There were no findings or safety issues identified during the audit. Bob White made positive comments about the improvements made at TRT over the period that he has been auditing and the fact that the personnel he came into contact with on the Shop Floor were able to explain their duties very clearly.

Many thanks to everyone for helping TRT with these two successful audits and for your support in dealing with customer issues. Our success depends on delivering products and services that provide the highest quality to our customers. **Don't forget Quality is long remembered...**



(left to right) Bob Kowalewski, Kieran Birmingham, Greg Slater, Stan Kurylo



Dave Aldred in the centre explains the calibration database to Bob White on the left.

# Qualifications

**Congratulations to :**  
**Mark Burrows, Dean Chapman,**  
**Gary King and John McNally**  
**who completed a First Aid at Work Course**  
**in December 2010.**

**Congratulations to the following employees who became TRT Stampholders between October 2010 and February 2011 after passing the relevant trade tests.**

Name	Stamp
Adam Shaw	Strip Shop
Jackie Stacey	Inspection

# Children's Christmas Party

## Saturday, 11th December



# Wear it Pink Day



Many Thanks to Everyone who contributed to the "Wear it Pink Day" on Friday, 5th November.

TRT and CUK at Somercotes raised £228.21 for the Breast Cancer Campaign.

## Meeting Millie



It was a pleasure to meet Millie, one of the two Guide Dogs sponsored by TRT, when she visited the Company in the middle of January. She is pictured with some of TRT's employees and her puppy walkers, Norma and David, who had travelled for over 2 hours from Scarborough to bring Millie to TRT.

Jennifer Barber, Guide Dogs volunteer visit co-ordinator, who was also present, asked us to pass on her sincere thanks to everyone at TRT for all their efforts and the interest shown.



Roger Constable and his son, Jack, visited Glenfield Hospital in Leicestershire at the end of January to present a cheque for £2,170 to Heartlink, the East Midlands Children's Heart Care Association. Geoff Smart MBE (Chairman of Heartlink) pictured on the left, asked Roger to pass on his sincere thanks to everyone who had been involved with the fund raising.



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## Survival of the Fittest

Laura Wright is pictured with her husband, Phil, after completing the "Survival of the Fittest" Challenge in Nottingham in October. This event, which is organised by the "Men's Health Magazine", involves 12km of cross-country running with numerous obstacles including a swim in a freezing cold river.



## Congratulations to

Jo and Phil Cordon on their marriage on 17th March in the idyllic setting of Cancun, Mexico.



**A BIG Thank You to Everyone for their support with the TRT Xmas Raffle with which we raised £571. This will be donated to**

**DASG** 

**("The Derbyshire Autism Services Group" based in Ripley, Derbyshire is the TRT designated charity from September 2010 - September 2011.)**

**Our next fundraising event on Saturday, 21st May will be "The Plague Plod"**

**an 11 mile walk starting from Eyam.**

**This Derbyshire village was badly affected by the Great Plague in the 16th Century.**

**Please let Karen know if you would like to take part.**

