

“Striving to Exceed Our Customers’ Expectations”



**topics
reviews &
trivia**

20TH ISSUE
MARCH 2010

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TRT Excels - Andy Adams

At the end of November, as a result of all its achievements and accreditations during the last couple of years, TRT was chosen to host a visit for delegates



attending the Global Repair Services Centres of Excellence Conference.

This is an annual event which brings together key employees from Rolls-Royce's worldwide repair centres to facilitate best practice sharing. These centres include Rolls-Royce GTS, Rolls-Royce GRS, Rolls-Royce AR&O, Rolls-Royce Oakland, Rolls-Royce Brazil, Rolls-Royce Canada, Rolls-Royce East Kilbride, Rolls-Royce Ansty, Rolls-Royce Bristol, Rolls-Royce Deutschland, IECO, SAESL, HAESL, Lufthansa and Windsor Airmotive.

Newsletter Publication Team

Wayne Ng, Karen Towson, Wendy Townsend.

We hope that you enjoy reading the 20th 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!



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Congratulations to
Darren Bridge
&
Johnathan Hemstock
THE TRT STARS
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TRT Excels continued

The Centre of Excellence Programme assesses a facility's ability to deliver a world class service and performance through the implementation of best practices and aggressive improvement plans. The ultimate aim is to deliver excellence consistently to all stakeholders and in 2009 TRT celebrated being awarded Gold CoE Accreditation for the Blade Cell and Silver CoE Accreditation for the NGV Cell.



Several delegates, who have visited TRT in the past, expressed how remarkable the clear, positive transformations in the business have been. In fact the only negative comment was that they would like to have spent longer at TRT.

Change - John Green

TRT cannot stand still and must continue to improve or else it will get left behind by its competitors. Change is difficult and it is often said 'why change? It has been OK like this for years'. Well I guess nobody has a black and white TV anymore and they were OK for years too. We have to keep improving; in a competitive market place to stand still is to fall behind.

So what is it we have to change? There is no one thing, no magic formula, what we have to be open to change and embrace the opportunity to improve. During 2010 we will all be given the chance to change how we work to improve productivity, costs and turn times, amongst other things, and I would like you to see it as a challenge to see how much improvement we can achieve.

TRT is going to embark on further 'Lean' training and projects aimed at delivering improvement. It is through these improvements that we can secure the future and so everyone has a vested interest in making it work.

"Change is the law of life. And those who look only to the past or present are certain to miss the future".

John F Kennedy

So let us all grasp the opportunity and enjoy the future.

Goodbye & Hello

Best wishes for the future from TRT to Dr Peter Howard (pictured sixth from the left) in the photo on the right and David Watkins (pictured sixth from the left) in the photo below on their retirement from the TRT Board. Many thanks to both Peter and David for all their efforts on behalf of TRT.

Welcome to:

Mike Beffel Ph.D.

(Vice President,
Operations -
Chromalloy)



Ian Chapman

(Service Delivery
Director, Global
Repair Services -
Rolls-Royce)



who take over from Peter and David respectively.



Congratulations to Darren Bridge & Johnathan Hemstock "The TRT STARS"



We are very pleased to announce that the Management Team has chosen **Darren Bridge** and **Johnathan Hemstock** as the **TRT STARS**, the winners of the **STar Achiever Reward**.

John Green commented that both employees had excelled during 2009.

Darren has shown a very positive attitude to the elimination of waste and the need to improve efficiency and utilisation on the Shop Floor.

Johnathan's enthusiastic and committed approach has made a major contribution to the success of the Trent 500 Stage 5 LP Blade project.

Darren and Johnathan each receive £50.



(left to right) Johnathan Hemstock, Darren Bridge, John Green

Quality First

Bob Kowalewski

Training is crucial to our industry and it is a requirement of the airworthiness regulations that we have a pro-active, ongoing training programme for all of our employees. To meet this requirement TRT have already held Quality First training sessions which included Quality issues, Compliance to Procedures and Processes, Impact of Human Factors and Product Integrity.

The key messages from this training are:

- Our reputation is based on **Quality and Safety** - poor performance affects our reputation with our customers and regulators, making us less competitive.
- Procedures and Processes are our first line of defence and it is critical that we comply. Therefore if you have difficulties with understanding or following procedures and processes remember the **3 Rs**, **Review**, **React** and **Report**. If the Management and the Quality Department are not made aware of problems, these problems can't be solved.
- Within the aerospace industry it is important to have an understanding of human factors and to create a culture where we check our work at all times. This will minimize errors and their potential impact on flight safety.
- Product integrity is also critical to safety. This means treating the product with respect at all times as even the smallest damage could have catastrophic results.

There will be other continual training including Part 145, Supplier Release Process and Route Card Discipline.

We have continued to receive audits from the regulatory authorities and our customers. We view these audits as opportunities to improve our procedures and performance and to keep the business up to date with new regulations and requirements.

- Mike Johnson from TAESL conducted a Quality Audit on 16th October and as a result we will continue to be an Approved Repair Vendor for TAESL. Mike stated that he would like to express his gratitude to the staff at TRT and that TAESL looked forward to conducting business with TRT in the future.
- Andrew Bolton and Brian Jennings from the BSI carried out a successful audit on 12th January. They made a number of positive comments regarding TRT's performance. In particular they stated that when personnel were questioned they were confident and knowledgeable about TRT's Quality Management System.
- Tom McKay from GE Aviation carried out a Supplier Quality Assessment on 4th and 5th February. We are very grateful to Tom for all his advice and guidance regarding regulatory aviation requirements which will benefit our business.



Mike Johnson from TAESL is pictured in the centre with Bob Kowalewski and Greg Slater.



(left to right) Greg Slater, Jenny Mills, Tom McKay, Bob Kowalewski.



(left to right) Greg Slater, Andy Adams, Brian Jennings, Andrew Bolton, Bob Kowalewski, John Green.

- Due to a recent reorganisation at the CAA, TRT is now covered by their East Midlands office. We were pleased to welcome Andrew Jackson, who is our new CAA "airworthiness surveyor", on 15th February. He was impressed with the fact that there was consistent knowledge of processes and systems throughout the Company which shows that there are robust procedures in place.

I would like to thank everyone for supporting the Quality Department. Always remember

Quality First



(left to right) Bob Kowalewski, Andrew Jackson, Greg Slater.



Congratulations to Laura Bater (pictured on the right) who is now a fully qualified PADI Open Water Diver. She and her fiancée Phil passed the course on one of the coldest days of the year at the end of February. Hopefully the water will be much warmer next time.



**Congratulations on completing
10 years' service
with CUK/TRT during 2009 to:
Colin Hand
who joined the Company
on 1st February, 1999.
Colin has received a
10 Year Service Award
a personalised silver-plated
carriage clock.**

**Congratulations to
Bree Mottram
&
Richard Borer
who recently
obtained
Level 2 NVQs
in
Team Leading.**

Engineering Matters

Supporting Production

Jeff Rickers is pictured in the centre with his Production Support Team of engineers (Gareth Robinson on the left and Alex Seaton on the right). Gareth is responsible for NGVs and Alex is responsible for Blades. The team's task is to support production in all aspects to ensure that the flow of work throughout the facility and the ultimate goals of quality, cost and on-time delivery are achieved. The team is actively involved with major improvement projects and activities throughout the facility as well as providing ongoing technical support.



Developing a New Challenge

Alan Cail is pictured with his Engineering Development Team. Recent changes in the structure of the Engineering Department mean that Alan is now responsible for delivering approvals and repair development into TRT. Alan's team consists of Rachel Wheatley who specialises in the DOA repairs, Paul Baker, whose extensive knowledge and experience is particularly valuable for work on Turbine Blades, and Mick Draper, who covers all laboratory and test requirements for TRT. Alan's team is currently running with 6 major repair development projects and approvals which will give TRT opportunities to grow the business.



Sealing the Trent 500 Repair

The Trent 500 Turbine Blade Seal Fin Repair is a cornerstone project which underlines TRT's capability on this new Rolls-Royce product. Paul Baker has been working closely with the Engineering Team at Derby to ensure that all aspects of the repair are covered. Paul would like to thank all the TRT Production personnel involved, as without their help this project would not have been a success.



(left to right) Johnathan Hemstock & Alex Seaton discuss the Trent 500 Repair.

Leading the Way with DOA



Rachel & Leigh Rodgers working on this key DOA repair.

TRT are currently well advanced with the development of the first DOA repair requiring significant design input. The Design Engineer, Rachel Wheatley, is running this very important project for TRT with valuable support from the Machining Departments. We are working with a specific customer who sees this repair as an opportunity to return to service components which would otherwise be scrapped.

Charity Matters

A Big Thank You from Breast Cancer Care



Vivien Tesh is pictured on the left receiving a cheque for £2,700 on behalf of Breast Cancer Care at the beginning of December. This donation will be used to ensure Breast Cancer Care can continue to provide emotional and practical support to those affected by breast cancer in the UK, via their helpline, peer support service and website. This includes specialist services such as residential weekends for younger women and women with secondary breast cancer.

Breast Cancer Care would like to say a big thank you to everyone who was involved in fund-raising.



Many thanks to everyone at TRT who took part in the Breast Cancer Campaign "wear it pink" Day on 30th October - the TRT and CUK joint collection raised £550 for this very worthwhile charity.



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TRT LIMITED

**Thank you to Everyone
for their support with
the TRT Xmas Raffle
with which we raised £471.**

This will be donated to



*(the East Midlands Children's Heart Care
Association based at Glenfield Hospital
in Leicestershire)*

**The TRT designated charity
from September 2009 -
September 2010.**

**Our next fundraising event
will be
The Lathkill"er"Dale
Challenge
an 11 mile walk
near to Bakewell
in The Peak District
on Saturday, 8th May.**

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



Congratulations to

**Rachel and Dan Wheatley
on their marriage
on 6th March.**

**They are pictured
at the reception
at Crabwall Manor Hotel
in Chester.**



Winning with a Birdie



Congratulations to Pete Fearn (pictured on the right) who received second prize for his excellent carving of a snipe at the Bakewell Festival of Bird Art in September 2009. However, Pete shouldn't be over-confident at the 2010 festival as he could have serious competition from Brenden Swain (pictured on the left).

