



**FLYTOGET**

Maintenance: A key to success

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A young girl with blonde hair and bangs is looking over her shoulder towards the camera. The background is slightly blurred, showing what appears to be an indoor setting. Overlaid on the image in large, bold, white sans-serif font is the year "2023".

2023



- 218 daily services between Drammen and Oslo Airport.
- Services running every 10 minutes between Oslo City Centre and Oslo Airport.
- 19-minute journey to Oslo Central Station.
- 350 employees
- 23 EMU trains, top speed 210 km/h
- NOK 1 billion in revenue

A brown teddy bear is sitting on a train platform, looking towards the tracks. The background is a blurred train platform with yellow safety lines and a train in the distance.

Our Vision

# Zero stress

We believe in creating unique customer experiences by providing personal service with fast and safe trains, and a smart design.

## Our Priorities

1. Safety
2. Punctuality
3. Customer service



# Flytoget EMU type 71

- Manufacturer: Adtranz (now Alstom)
- Units: 15
- Top speed: 210 km/h
- Seats: 247
- Wheelchair spaces: 3
- Toilets: 3



# Flytoget EMU type 78

- Manufacturer: CAF
- Units: 8
- Top speed: 245 km/h
- Seats: 236
- Wheelchair spaces: 2
- Toilets: 2





# Maintenance

## A key to success?



# Maintenance

It's not about data and complex maintenance management

- Yes, you need the data. But without the right people you will not be able utilize them...
- What you really need is empowered, motivated and highly skilled employees with a strong dedication and ownership to the brand!
- Employees both knowing and understanding the customer impact of rolling stock performance.



# Maintenance

It's all about performing the right maintenance correct at the right time!

- If the tasks performed are not appropriate, if they are incorrectly performed and/or performed at the wrong time – **you will fail!**
- This requires a holistic approach to the complete ecosystem of rolling stock operations and people understanding this!



# Maintenance

## The basics!

- Ownership and lifecycle perspective – if it's not mine or if the relationship is temporary, you will (may) have other priorities.
- Focus on customer impact, how will this or that impact the customer? – top of mind for the technical department should not be MDBF or any other parameter.



# Maintenance

## The basics!

- Follow the consequences, not the flaw in itself!
- Analyse each individual incident, also those with only a potential consequence.
- Stick to your priorities (SPC) - always!
- Train onboard staff and empower them to handle the consequences (technical incidents will happen).



# Maintenance

## The basics!

- The accountable manager (for rolling stock) must be both!
- Make sure your maintenance supplier works for you with the same dedication for the customer experience as you – not focusing on miles and money.



# Maintenance How to?



If you only consider rolling stock and asset management as an expense, the people involved will feel the same.



- When acquiring your “tools” define your needs, do not start with what the “tools” may do. If you can manage with Excel, don’t buy SAP.
- Decide the purpose and how to use data before starting collecting data. Data do not prevent or repair anything!

# Maintenance

## How to?

- Secure and support swift updates of your documentation, plans, schedules, instructions, procedures etc.
- Make sure that the messages goes through when changes are made, don't send out a memo (habits are strong).





# Maintenance

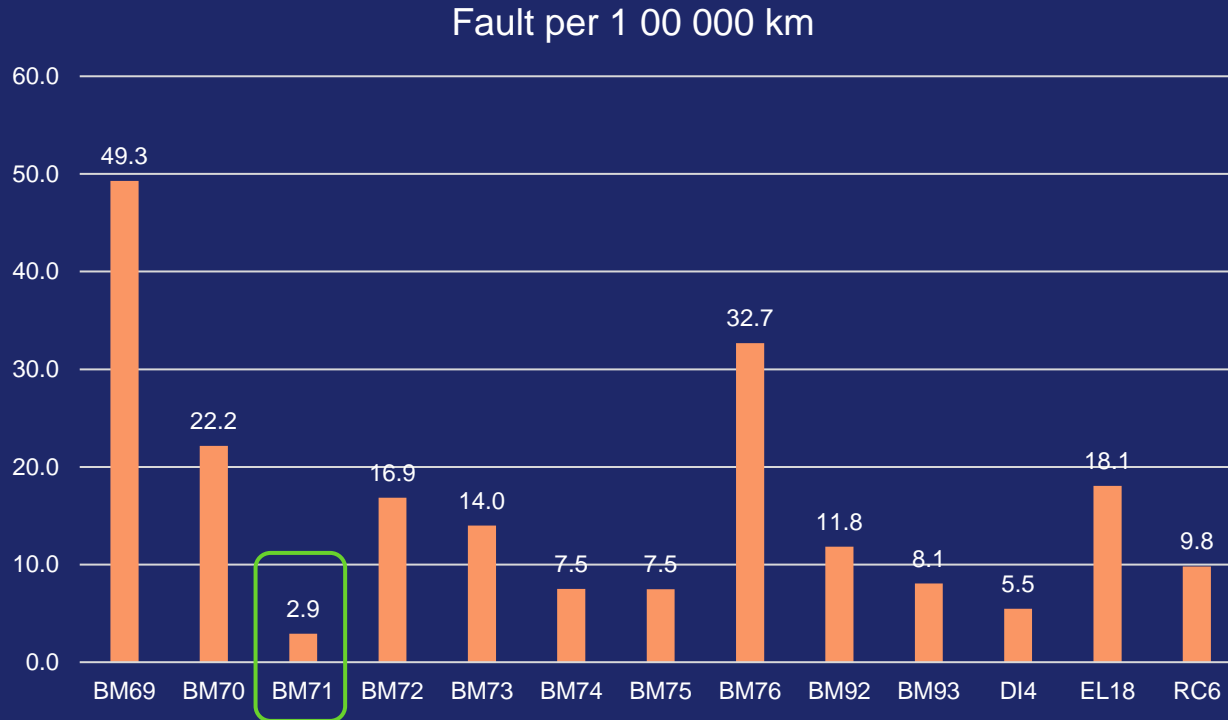
## How to?

- Take full control of the supply chain (if possible), give purchasing of “parts” the same attention as service onboard.
- Perform asset management in all aspects of rolling stock maintenance, give the same attention to a repairable component as to the vehicle itself.



Maintenance – a key to success or not?

# Passenger rolling stock causing a delay



The key to success  
People & Culture

