



Transitio Assignment

# High-quality reprocessing of components

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Jan Eriksson, Rolling Stock Manager at Transitio

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# As one part of the maintenance chain

Competitive price, short lead times and high quality of work performed were three compelling reasons that made Transitio choose Euromaint as their maintenance partner for the reprocessing of automatic couplers.

Thousands of passengers travel all over the country in trains owned by Transitio every day. Transitio finances, procures and manages rolling stock, which it then supplies to Public Transport Authorities among others.

“Our challenge is to maintain the correct status and condition of the rolling stock that we own and rent out. The carriage lessees or operators themselves are responsible for day-to-day maintenance, but our remit includes ensuring that heavy maintenance and vehicle overhauls maintain high quality standards,” says Jan Eriksson, Rolling Stock Manager at Transitio.

## Punctuality is important

Euromaint plays an important part in the maintenance chain by reprocessing the rolling stock’s automatic couplers. This is done at Euromaint’s workshop in Örebro, Sweden. Lead times are critical.

“We know the challenges our customers face if lead times for the reprocessing of components are not adhered to. Our priority is to ensure that Transitio receive their couplers on time so that the punctuality of their customers’ services are not adversely affected,” says Christina Stomberg, Contract Manager at Euromaint Rail. Transitio looks favourably on this priority.

“Euromaint has done a good job dealing with some of the challenges we faced in reprocessing couplers in the past. They have found replacement articles and developed new products that reduce the costs for us and help ensure that we get our couplers on time. And they never compromise on quality,” says Jan Eriksson.

## Focused on results and KPI monitoring

In addition to Contract Manager Christina Stomberg, the contract team comprises representatives from production, purchasing, technology and material supply. Each month, the team holds a contract management meeting focused on results and KPI monitoring, deviations, change management, outstanding activities and potential add-on sales/streamlining. Once per quarter, contract meetings are held with the customer to discuss how the assignment is going, any new requests and initiatives, and shared upcoming challenges.



“One success factor in this collaboration is that we are engaged in close dialogue with the customer. As a maintenance partner, it is important to have an open ear and to understand the customer’s needs, and that is something that we have come a long way with in our collaboration with Transitio,” says Christina Stomberg.

Jan Eriksson’s opinion is that Euromaint is cooperative, flexible and adaptable; his team is very satisfied with the partnership.

“We rarely see any complaints or defects arising from the work that Euromaint does. Everything is going smoothly and I’m very happy with the partnership,” Jan Eriksson concludes.

### Facts about the Transitio assignment

**Challenge:** An effective maintenance plan for punctual regional transport

**Euromaint’s solution:** As one part of the maintenance chain, Euromaint provides component reprocessing services for the rolling stock’s automatic couplers

**Customer values:** Effective, optimised reprocessing of components provides high rolling stock availability

**Customer segment:** Passenger traffic

**Type of maintenance:** Component maintenance

**Geography:** Sweden

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