

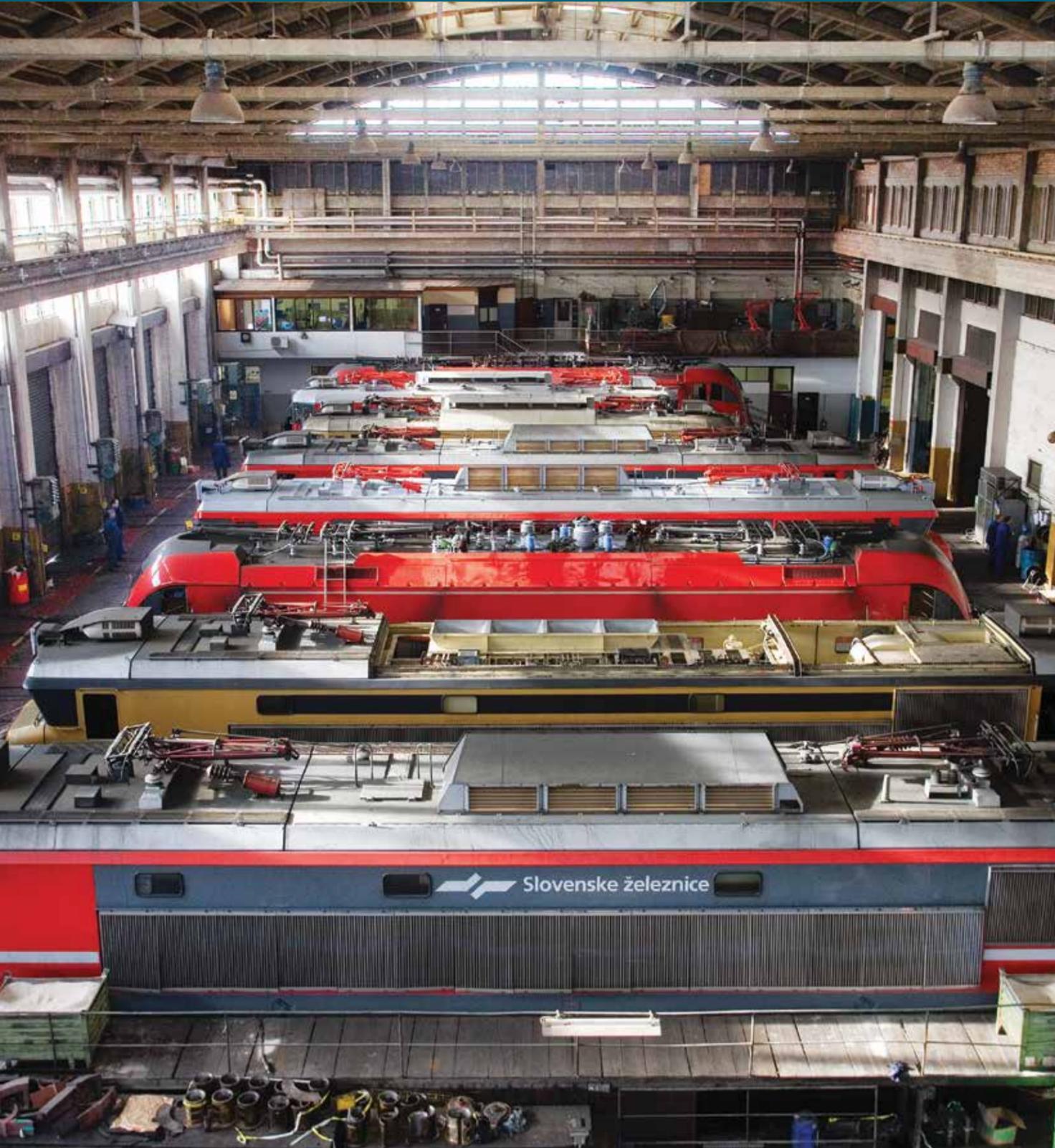
VITaI news

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DEAR VISITORS!



The opportunity to participate in a logistics event as large as Transport Logistics has always been a great honour and pleasure to me as the CEO of SŽ – VIT. This is the fourth time in a row that we are able to meet on this special occasion, and we cannot hide our delight in coming to Munich once again.

Comprehensive services have become the cornerstone of modern rail maintenance. Rolling stock keepers are constantly raising the bar and require ever more services which boost the value of their vehicles, while also expecting from maintenance providers to deliver innovative custom solutions on top of the usual quality and reliability. Because fast and effective transport is crucial in both rail freight and passenger, operators need to make sure their vehicles are in top condition to be able to keep up with the market demands, so they pay special attention to their maintenance.

By continuously investing in production capacities and building good business relationships, SŽ – VIT has steadily been gaining ground on the European markets. Our customers from Central and West Europe expect maximum commitment on our end, and we make every effort to meet their various wishes and needs. Moreover, good past experience and high standards of business create loyalty, slowly turning our regular clients into long-term partners.

Better marketing of our services in VPI-certified wheelset renewal and freight wagon maintenance is helping SŽ – VIT gain more and more recognition across Europe. After Austria as our first challenge, we started doing business with operators and wagon keepers from Germany, Switzerland, France, Italy, and Netherlands. Recently, we also expanded our list of certificates and authorizations to include a newly gained certificate which allows us to provide TSI-compliant assembly of new wheelsets.

Our experience, expertise and, in particular, the know-how about specific technical characteristics of individual vehicles grows with every freight wagon and wheelset serviced for a foreign customer, and we make sure to keep pace with the new challenges presented by constant changes in the standards and authorizations that govern the maintenance we offer to our domestic and foreign partners.

However our good track record does not make us go complacent, but rather the opposite - we are always doing our best to further improve our work processes and increase the scope of our services, which we can provide in a single comprehensive bundle. Moreover, innovation and creativity remain an important aspect of our daily work, in particular when it comes to the renewal and modernization of older rolling stock. Every single time we make improvements to our production capacities, provide servicing to a new rail vehicle, or obtain a new customer, we become even more reliable a partner who is able to meet nigh every customer wish.

Entering new markets opens up entirely new dimensions in not only rolling stock maintenance itself, but also in the way marketing and business networking are approached to. In this sense, events such as Transport Logistic are the perfect opportunity to strengthen our existing business contacts as well as attract new partners to our workshops. Trust is VITal in every relationship, but especially so in this particular type of business, so we do our utmost to stay in touch with our partners and always be at their disposal. In these few days of the exhibition, you may therefore find us in Booth 6.326 together with the freight operator SŽ-Tovorni promet. Do not hesitate to pay us a visit and share your wishes with us!

Dušan Žičkar, CEO

BIG PLANS FOR 2015

Plans for this year have already starting to take shape at SŽ – VIT, as we had spent countless of hours discussing major future projects with our partners long before 2014 came to an end. Amongst other, our workshops will be receiving important improvements which will let them accept more orders, and of greater variety, too, so we can address the expectations of our customers, who have widely differing wishes and continue enhancing their cooperation with SŽ – VIT.

Our major regulars, namely VTG, GATX, Touax, and Atir-Rail, will be doing business with us also this year, typically requiring services in the field of wheelset maintenance, revision work on freight wagons, and pressure testing of boilers together with routine repair work. Moreover, talks are currently in progress to also include TSI-compliant assembly of wheelsets.

With our other clients, some talks on continued cooperation have already reached a conclusion while others are still on-going. Monfer, an Italian cereal trader whom we have successfully cooperated with since last year, ordered revisions of Uagps wagons according to their work instructions, while Transwaggon, a rolling stock leasing company with several European branches, chose to entrust us with the maintenance of wheelsets after our workshop in Ptuj (Center Ptuj) successfully obtained the necessary authorization. Business in rail spare parts and wheelset maintenance will be continuing with ETS, a German supplier of rail equipment. Service orders have also been on the rise from Wagon Care, a Dutch supplier of rail spare parts who we first met at Transport Logistic 2013, and from Meridian 23, a Bulgarian rail company. Moreover, we are delighted to see our cooperation with the French STVA, one of the biggest

European keepers of flat wagons for car transport, take another step forward, as test wagons have been delivered to our workshop in Dobova (Center Dobova) recently for first trial revisions. Trusting in our ability to meet STVA's expectations, we hope to expand our reference list also to the maintenance of flat wagons. Moving from France to Switzerland, talks are currently still in progress with Wascosa about the maintenance of wheelsets, and with the Swiss leasing company AAE, who has recently been acquired by the German wagon leasing and logistics company VTG.

Whether it is corrective work at our workshops in Zalog, Koper, and Tezno or repairs through our mobile service technicians, we are always quick to give assistance when vehicles come to a standstill. Wagon keepers who have been frequent users of our corrective maintenance and breakdown services can therefore expect another year of reliable and effective assistance from our side.

The main chunk of our maintenance of diesel rolling stock is planned for Slovenske železnice, comprising corrective maintenance, revision work on diesel locomotives, and modernization of Class 813/814 diesel multiple unit (dmu), with talks in progress to modernize the engines in Class 642/643 shunters. Maintenance of the brand new Vossloh shunter, which runs service in the port of Koper, will be continued as usual, and we also aim to master the maintenance of Herkules, a newcomer to the SŽ locomotive fleet – with the first stage of training successfully completed in 2014, further training is now planned to rise up to this new challenge. Moreover, Center Ptuj will be receiving an important upgrade this year, as plans have been set into motion to set up a special workshop for final drive overhaul of diesel rolling stock, which previously had to be hired out to subcontractors. This will let us become more self-sufficient while adding another service to our growing maintenance portfolio. The overhaul, which will initially be provided to Slovenske železnice only, will eventually be made available to all our customers.

Similar as with diesel vehicles, electric rolling stock to be serviced in 2015 will mostly come from Slovenske železnice; however, inquiries about the maintenance – both corrective and preventive, such as the revisions of Class E541 Taurus multisystem locomotives – have been on the rise also from other customers. Electric vehicles which are planned for revision work this year include the Pendolino high-speed train, Alstom electric locomotives, Pafawag electric multiple unit (emu), and the Ansaldo electric locomotive. Given the pace of work set in early 2013, we also plan to finish the revision of the first 20 Taurus multi-system locomotives.

Overall, 2015 will definitely be an exciting year with many new challenges ahead of us. Reaching our goals will surely take a fair amount of team work, cooperation and commitment, but our good track record gives us confidence that every goal we have set is well within our grasp.



SŽ – VIT NOW WITH TSI CERTIFICATION FOR WHEELSETS

The idea to expand our portfolio to TSI-certified assembly of wheelsets has been around for some time at SŽ – VIT, and on 10 February earlier this year our efforts finally bore fruit as we successfully completed an assessment carried out by RailCert, an accredited certification body from Munich, Germany.

The theoretical part of the assessment process followed the usual procedure, focusing on basic information about our company and Center Ptuj, such as the organization chart, quality control, sales and procurement, obligations, and organization of production, warehousing and of processing and completing work orders.

After several hours of inspecting the documentation and organizational rules and regulations, the assessment moved to the next phase, which involved a careful examination of the wheelset renewal process with a focus on acceptance, warehousing, manipulation, and traceability of the new material used in the assembly. In the following step, the handling of new material at the warehouse was assessed together with its transport and traceability throughout the production process. Next was the examination of new axle and monobloc processing and of wheelset press-fitting. The assessment team, which comprised Ms Doris Mohr and Ms Ute Carow-Öhme, then carefully inspected every step of the renewal or assembly process, checked the work qualifications of individual employees, and examined the equipment and material certificates. In general, the assessment included numerous technical questions and questions about the management of the assembly process, while also examining the qualifications of employees as regards the renewal process.

The certificate will allow us to accept orders for the assembly of brand new TSI-certified BA 004 and BA 314 wheelsets. By upgrading to TSI certification, we aim to expand our service range on the market as well as boost the volume in wheelset assembly for customers across Europe.



There are no safe vehicles without safe wheelsets VIT keeps them FIT



- IL, IS1, IS2, IS3
- New wheelsets according to TSI
- Replacement of wheel tyres
- Underfloor wheel reprofiling lathe
- Non-destructive testing (VT, UT, MT)



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COMPUTERIZATION OF THE WHEELSET RENEWAL PROCESS AT CENTER PTUJ

The first talks with potential contractors to computerize the monitoring of wheelset renewal (i.e. data collection and measurement sheet draw-up) started as early as 2009. Next to improving the archiving and ensuring legibility of documents, the main goal was to eliminate errors which occurred when pieces of data were entered a multiple times on the same wheelset documentation. Based on the technical solution proposals and received tenders, the contract was lastly awarded to Kolektor Sinabit from Slovenia at the end of 2011. The project involved equipping as many as 22 wheelset renewal facilities (from a total of 25) with touch-screen panels and tablet computers (iPads) for data entry as well as installing the infrastructure for industrial communication network, together with the mobile devices, to set up a Wi-Fi. To make the system simple to use, the application was made accessible via a web browser (MS Internet Explorer).

The first trial operation and employee training started at the end of 2013. During the test run, SŽ – VIT worked together with the contractor to remove bugs and, in particular, to make the system more user-friendly. In 2014, the wheelset data was being collected both in paper and electronically to eliminate any errors and inconsistencies appearing upon the inspection of both versions of the data entries. The paper and electronic versions of the documents would be compared with each other to pin-point the work places where data mismatches or discrepancies occurred.



The wheelset renewal process itself consists of multiple phases. Upon the arrival to the Center Ptuj facilities, the wheelsets are examined and their basic data is gathered; they are then given a unique bar code which remains a part of the wheelset until their delivery to the purchaser. During the renewal process, a total of 438 different items of technical data are gathered for a particular wheelset in the period between their arrival and final delivery, which can then be loaded from the database onto an appropriate measurement sheet in accordance with VPI requirements and purchaser's wishes and demands. The computerization project was completed on 1 January 2015, when the electronic system start-up, data collection, and measurement sheet draw-up were officially implemented.

CENTER PTUJ RENEWS AND BOOSTS ITS MAINTENANCE CAPACITIES

At SŽ – VIT, we listen to the needs of our clients and understand market trends, which is why we will be expanding the services at the wheelset renewal workshop Center Ptuj this year to cater for final drive renewal of DMUs and wheelset shrink-fitting in addition to the current press-fitting and TSI-compliant assembly of wheelsets.

Our ambitious plans to modernize and upgrade the facilities were slightly delayed last year by a fire which destroyed parts of the hall used in tyred wheelset renewal and damaged the workshop for the maintenance of passenger coaches, consequently affecting our ability to service tyred wheelsets. To minimize disruption of day-to-day tasks, our crew were quick to act and remedy the situation, with the intended upgrades and modernization of the workshop resumed shortly after.

The renewal work itself encompassed re-construction of the walls and roof of the damaged hall and repair of the passenger maintenance workshop, while the damaged machinery –specialized and universal wheelset renewal machines for freight wagons and passenger coaches, DMUs, EMUs, and heritage rolling stock – was sent for

repair to competent repair services and is now slowly re-entering operation. Moreover, the warehousing of assembled wheelsets was improved by setting up a new covered storage equipped with a 5T bridge crane for wheelset manipulation and hand-over while also providing additional space for the storage of new components. The usable storage space of the covered outdoor area totals roughly 1,200m², with the new covered facilities spanning around 2,800m² in total. We carried out a complete renovation of the maintenance hall for tyred wheelset renewal, painting and hand-over.

The renewed facilities will first be housing a workshop for the repair or renewal of final drives on Series 713/715. In addition, the machinery will be renewed in full, and we will also be installing the equipment required for wheelset shrink-fitting. This will bring value added to Center Ptuj and provide for comprehensive renewal of rail wheelsets.

Focused on our client needs, we are growing our expertise, invest in new techniques, and meet new challenges every day at SŽ – VIT. Rail is all about motion, and we make sure the running gear stays in top shape round the clock.



Repair of SŽ Class E541

In addition to regular maintenance, the Ljubljana Workshop also performs repairs on locomotives and passenger emus which suffered minor or major damage in railway accidents. One such example includes Class E541 locomotives, which feature the latest addition to SŽ electric locomotive fleet.

The Workshops were carrying out repairs on two units at a time. The first one, E541-007, had suffered damage to the crash-elements, buffers, front end, and to the air brake installation, but given our experience with the servicing of this particular locomotive, we were able to finish the repairs quickly and with no major issues, soon returning the locomotive to its owner SŽ-Tovorni promet.

The magnitude of damage on E541-016, however, required more extensive repair work. Next to the buffers and draw gear, which tend to take damage in most rail accidents, repairs were also needed on elements including the driver's cabin, both sides of locomotive front part, glass components, movement limiters, traction link (damaged rubber elements), the floor etc. We first repaired the bogie (replacement of the rubber parts) and fitted it to unit 541-003 to run service normally, thus making the best use of this component during the damaged locomotive's downtime.

Next up was the driver's cabin, which comprised the largest chunk of the remedial work. Repairs had to be done on both sides of the front-end and on one side of the floor and front-end roof. In the process we also had to move the driver's control panel, which meant additional work in an already extensive repair.

Revision of Class 541

Following the maintenance plan for Class 541 multi-system electric locomotives, the first unit, labelled 541-004, arrived to our workshop in Ljubljana beginning of May 2013 to receive its first scheduled revision. Overall, the locomotives are expected to meet the revision conditions in 5 years, i.e. after 8 years in service or after having travelled a million km in total.

The revision was carried out on the 541-004 according to the manufacturer's instructions. The work at our workshop included an inspection and renewal of the locomotive body, while the bogie was serviced by ÖBB TS' workshop in Linz and then delivered back to Ljubljana. The Linz crew also organized pre-revision training of our crew for this particular maintenance task and provided technical assistance during the first revision.

So far, the revision work has been successfully completed on a total of 18 Siemens ES64U4 from SŽ locomotive fleet.



Renewal of Eas Freight Wagons

In providing carriage to its customers, the freight operator SŽ-Tovorni promet utilizes various types of wagons, each intended for a different kind of goods. Among others, the fleet includes Eas wagons, which are an open wagon type used to carry bulk material and other goods, and are typically operated by SŽ at full loads in high frequency services.

Because Slovenske železnice strive to maintain the safety and reliability of its freight services, the wagons were sent for renewal to our workshop in Dobova after their bodies started showing significant wear due to the relative high age of the vehicles and the constant service in full loads with maximum gross tonne-kilometres carried.

The renewal work comprised a replacement of the worn-out metal body, which was done according to the original wagon documentation from the GOŠA plant (Smederevska Palanka, Serbia), so the dimensions of the renewed body were identical to the original design. To obtain a more sturdy and massive body, we then reinforced the upper edges by welding together the front-ends and sides, and enhanced the side walls by using 4mm and 8mm thick metal sheets at the top and bottom areas, respectively, while a 6mm sheet was used to strengthen the floor. Unloading can be performed with gravity discharge through the front door.

Upon returning to service, the wagons showed immediate benefits of the renewal while overall providing a greater level of safety, so we expect to receive additional Eas wagons from Tovorni promet in order for the operator to maintain the quality of its transport.

Modernization of the autorack ramp at the Koper station (passenger)

Carriage aside, the most challenging part of the summer-only Dutch motorail service which runs between the Netherlands and Koper, Slovenia comes down to vehicle handling. Up until recently, the autorack ramp, which is used in loading and offloading cars, motorcycles and other accompanied road vehicles onto the motorail train, could only be handled manually, which required not only a lot of physical labour but also a great deal of time, resulting in a rather drawn-out process.

To address this issue, the operator of the service requested a project be designed to modify the autorack ramp from manual to engine-powered. After outlining the work to be performed, the project was put into action.

By installing a reduction gear and a 3kW electric engine, the handling time of the modernized ramp was cut from over 7 minutes (manual handling) to 2 minutes and 45 seconds between both end points, and the ramp can also be operated by the operator's staff.



Dobova – A One Stop Shop for Tank Wagons

- Repairs and revisions of all types of tank wagons (excluding gas transport wagons)
- Maintenance of bogies
- Maintenance of wheelsets and of draw and buffing gear
- Renewal, installation, and testing of brake devices
- Non-destructive testing
- Repairs and removal of wagon damage and defects (e.g. cracks on welded joints, tank cracks, cracks due to fatigue, bogie cracks etc.)
- Pressure testing of tanks (also for transport of dangerous goods according to RID)
- Washing and cleaning of wagon inner side (including petrol, crude oil, mazut (fuel oil), benzene and chemical substances) and outer side
- Painting of the whole wagon

We are accredited to carry out pressure testing of equipment and have a certificate for the performance of non-destructive testing (NDT) as well as all the authorizations required in rail vehicle and component welding.



Complete painting of Sggmrss 90'

Our cooperation with the company Touax began in April 2011, when comprehensive revisions of Sggmrss 90' freight wagons started at the Dobova workshop. The requested work, which was performed for Touax for the first time, included level G4.2 revisions in line with the VPI and Touax DT-internal instructions.

The articulated flat wagons Sggmrss 90' with three two-axle bogies are used in the transport of containers and swap bodies, and have been treated by our workshop for the first time. The quality of the work performed on the wagons convinced Touax to deliver additional types of flat wagons for maintenance. Maintenance-wise, the said wagons are provided with level G4.0, G4.2, and G4.8 revisions along with various types of repairs and modifications (e.g. modification of brake pipe holders and installation of anti-theft bars, which are also installed in the field).

Next to standard flat wagon repairs and revisions performed for Touax in 2013, the rail leasing company also entrusted us with the preparation of Sggmrss 90' container wagons for a new lessee, a task which included revisions based on VPI and complete painting of the wagons along with their bogies.

Touax, who is entity in charge of maintenance (ECM) as a wagon keeper according to the EU regulation Nr. 445/2011, approved SZ – VIT for maintenance delivery when our workshops obtained the ECM certificate. In addition to standard VPI revisions, which are performed on all wagons, we also provide additional services per customer's request, which include complete wagon painting together with montage of anti-theft bars on the wagon rear. We also prepare the wagons for a new lessee (RAM) and perform the lease handover. For Touax we also perform wheelsets maintenance at our wheelsets maintenance center at Ptuj.



Modification of bottom valves on Zacs, Zans, Zas, and Zaces tank wagons

In 2013 SZ – VIT performed their first modification of bottom outlet plug and ball valves on tank wagons used in the transport of liquid chalk. The overhaul was requested by Atir-Rail due to clogging of the old valve.

The work included a complete modification of existing valves to outer butterfly valve type, which then necessitated further adjustments to valve functions in order to match them with the new type. Following the keeper's request, the top of tank wagons was also equipped with vent valves. In the final steps, initial and final tightness testing (DIFO) of the wagons was performed, coupled with replacement of wheelsets and removal of any remaining wagon defects

Moreover, functionality adjustments related to the new valve type also included a re-design of tank wagons' drain pipes (with the exception of Zans wagons).

Because Atir-Rail showed satisfaction with the results of our work, we expect that future cooperation in the field of regular maintenance and wagon repair as well as special projects, such as the modification at hand, will continue to grow.





Modification of Tamns freight wagons

Our workshop at Dobova was recently entrusted with the task of modifying the roof closing system on Tamns wagons owned by ORV GmbH (Germany), a challenge which was tackled together with the technical support of SŽ – VIT’s partner company M-Plus (Maribor, Slovenia).

Tamns wagons are typically used in the transport of electro-filter ash. When exposed to weather effects, the ash comes in contact with moisture and can attach itself to individual links of the tow chain used to pull the sheet (tarpaulin) that covers the wagon roof, hindering proper closure or opening of the wagon roof. In order to fix that issue, the workshop performed a complex modification by re-designing the tow chain closing system into a toothed belt driving system, which allows smooth and unobstructed opening and closing of the roof.

The modification process included a number of changes to the original wagon design, such as the modification of upper frame design, production of new crossbars, sheet moving carts, drive axle and auxiliary half-axles, preparation and modification of the pneumatic-drive roof-closing system, fixes to the wagon front-end sealing, and installment of new sheeting (tarpaulin).

As this was a new kind of challenge, a couple of adjustments first had to be made to our workshop in order to provide the appropriate work equipment. Amongst others, we designed custom tools, such as a



special cart-bending prism and a sheet-basket bending device, because all of the elements used in the modification were custom-made at the workshop in Dobova. With the challenge successfully completed, we once again demonstrated to the partner our flexibility in addressing specific customer wishes as well as the high quality of our services coupled with an advanced level of expertise.



Because the results of our work on the prototype wagon were met with ORV’s approval, we could expand the modification scope in the following year to include the remaining wagons planned for this kind of adjustment. With the final modified wagon handed over to ORV on 29 October 2013, we completed yet another important project for a foreign customer.

At SŽ – VIT, we feel delighted to have finished another major re-design project which improved the functionality of the wagon and ensured optimal use for its owner. Because we let our work do the talking, we remain certain that our flexibility and innovative solutions will continue bringing in business to our workshops.

Revision of flat wagons type Rgs

At the end of 2013, our workshop in Dobova started a first-time revision of Rgs wagons for our German partner ORV. With a total length of 19.90m, this type of flat wagons is typically used to transport long goods.

We performed the standard G4.0 revision in accordance to VPI 04 on a total of 10 wagons as well as repaired any defects and, if needed, replaced the timber floor.



Revision of Tadds wagons

At the end of March 2013, SŽ – VIT delivered the last unit from a batch of Tadds wagons back to its keeper, Gatx Rail Austria. As its previous requests were mostly limited to tank wagon revisions and wheelset maintenance, this kind of request was the first of its kind from Gatx, but given our rich history of servicing Tadds wagons for Slovenske železnice (SŽ), our workshops were more than ready to tackle the new task.

We performed different levels of maintenance – while most wagons have been treated under level G4.2 revision, three wagons have been maintained under level G4.0. In addition to standard maintenance work, we also carried out sand blasting and painting of three rust-covered wagons with corroded paint layers. For this purpose, the wagons had to be disassembled completely, including the opening mechanisms and parts usually left intact during revisions.

Depending on client needs, Tadds wagons can be used to transport a variety of bulk materials, ranging from food crops, such as wheat and maize, to construction materials, including quartz sand, gravel and iron ore concentrate.



Dobova Workshop enters the Italian market

Our workshop at Dobova has gained entrance to an important new market this year after Monfer, an Italian cereal trading company, decided to purchase its wagon maintenance services. With a fleet of cereal wagons which operate also on Slovenian rail network, Monfer plays an important role in paving Dobova’s way to the Italian market.

First wagons were sent to the Workshop for major revision according to Italian maintenance plan instructions. Given Monfer’s satisfaction with our services, we have also arranged with our Italian client to continue doing business with us also in this year.





First inspections of Vossloh G6 in 2014

It didn't take long before the most recent addition to the locomotive fleet of the Port of Koper, a brand new Vossloh G6, reached enough hours in service to be ready for its very first inspection. The manufacturer agreed to entrust this important task to our workshop in Divača, which is also the only team at SŽ – VIT with the necessary qualifications to perform such work.

The inspection, which was held after 500 hours in service, included a thorough check of the vehicle and its main parts together with the replacement of oil and filters in the engine compartment. With care and full of enthusiasm and interest, the maintenance crew delivered the maintenance at the Koper depot, which is located a short distance from the locomotive's home area.

With the first inspection successfully completed, the locomotive returned back on track until it was time for its second inspection at the 1000 hour mark, which comprised maintenance work according to the list of tasks drawn up by the manufacturer. This time, the servicing took place in early November and was carried out in cooperation with Cummins, an authorized Italian servicing company from Portogruaro, Venice. The Italian crew carried out the inspection of the diesel engine and, using a special diagnostic tool, examined the error



monitoring electronics system. Although the second inspection required significantly more work than the initial one, and the maintenance of the locomotive being a first-time experience, our team completed the task without any difficulties. Since then our Divača team is providing Port of Koper with regular maintenance services of the locomotive.

STATEMENT OF THE CUSTOMER:

The Vossloh G6 diesel-hydraulic locomotive meets the operating requirements of the port (i.e. shunting, marshalling, moving wagons in/out). The locomotive is nimble and easy to handle, and is equipped with a superb braking system. The cab comfort and engine handling both received a perfect rating by our drivers. SŽ – VIT, which provides the maintenance of the locomotive, has demonstrated quick response times and competence of work, which is why we feel highly satisfied with our cooperation.
Boštjan Brlek, Head of Operational Department



First steps in the maintenance of Herkules diesel locos

With 'Herkules', a diesel loco from the Eurorunner family of locomotives, recently joining the SŽ fleet, SŽ – VIT workshops have been working hard to rise up to the new challenge in maintenance, so they can continue providing full support to SŽ Cargo in diesel traction.

Labelled as Class ER20-003 or 645-003, Herkules has been leased from MRCE to boost the performance of the existing fleet of diesel locos, who have been the lifeline of rail freight services between Ljubljana and the port of Koper ever since the catastrophic ice storm destroyed the overhead line system in February last year. The decision was made to also take care of the maintenance, giving our workshops the opportunity to build upon existing knowledge and increase their portfolio of services.

Our experience with the maintenance of Taurus locos gave us a good head start, because both Taurus and Herkules are produced by Siemens. The main difference with the latter is in the way maintenance is planned – while servicing of electric traction vehicles is done according to the amount of kilometres travelled, Herkules diesel locomotives require maintenance which is based on hours in operation.

The training of the team in charge of Herkules was arranged by MRCE, which sent a special technician, who merged the theory with practical demonstrations to give the best possible insight in the maintenance process. The training took place at the Ljubljana Center workshop, which has all the necessary facilities and equipment to provide the maintenance of diesel rail vehicles, which are otherwise serviced mainly at the Maribor workshop.

The opportunity to test the knowledge obtained in the first training came at the end of August when the inspection was scheduled after Herkules had reached 500 hours in operation. This time, team members from Ljubljana Center and Maribor Center performed stage P1 control check (labelled 'W2' by MRCE) on their own. With the task completed smoothly, the Ljubljana team has gained the competence to carry out the 500th-hour inspections unassisted, while other inspections will still be taking place in cooperation with MRCE. To learn the full scope of Herkules' maintenance, further training is currently in progress to include all stages up to P12.





RTS – New customer in maintenance of electric locomotives

While most locomotives handled in our workshops come in red, green and yellow, with an occasional appearance of blue, this particular newcomer brought in orange as a brand new colour to the existing palette, signalling the ownership of RTS, an Austrian operator who specializes in supplying construction machines and material to rail construction sites all across Europe.



One of their locomotives, a Siemens Taurus (ES 64 U4) electric locomotive labelled Class 1216-901, arrived to Center Ljubljana for a P12 control check all the way from Croatia, where it runs service on a track-renewal construction site. As this particular model is almost identical to SŽ Class 541, the work on the orange newcomer largely followed the usual practice applied to SŽ locomotives of this type.

Overall, RTS owns a total of three such locomotives, which are the same age as SŽ locomotives. The company first turned to us last year when the same Class 1216-901 required a replacement of the pantograph, which was carried out at the Gredelj Workshop in Zagreb, Croatia. Afterwards, talks began about performing control checks on their locomotives, and soon the first P12 annual check was provided in line with their work procedure manual. Additionally, we also replaced the drying agent (silica gel) in the locomotive's compressed air system. Following the first check, we also replaced the arm of the pantograph at the workshop in Zagreb.

STATEMENT OF THE CUSTOMER:

RTS feels highly satisfied with the pricing and flexibility of SŽ – VIT services, and is looking forward to continue the cooperation, which will likely be expanding to include the remaining rolling stock, based on the maintenance requirements and locomotive service region (Slovenia, Croatia).

David Brečko, RTS, Head of Slovenian Branch

Our customers



Slovenske železnice

SŽ – VIT AND CUSTOMER SATISFACTION

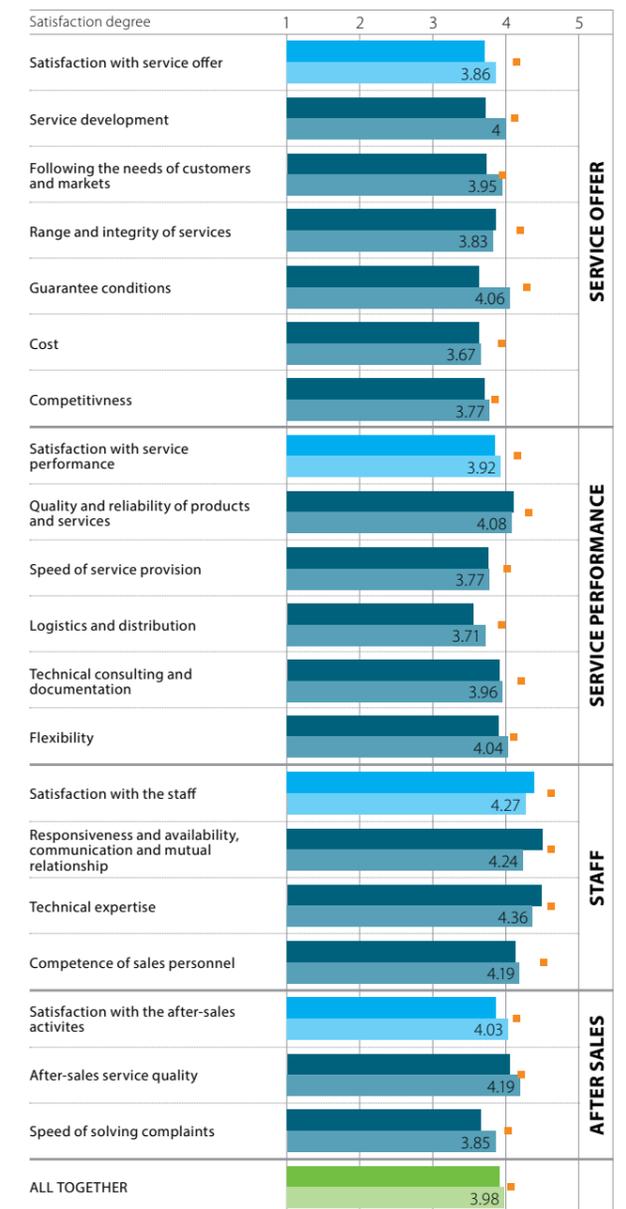
Spring is the time when we find out how satisfied our customers have been with our services and products, how good our business relationships are in general, and what more we can do to make the customer experience even better.

With a response rate of 40%, this year's customer satisfaction measurement included a total of 21 companies from Slovenia and other European countries. While the survey targeted our clients from every services category, most responses came from the regular users of our freight maintenance service (wagon and wheelset servicing). Overall, our partners are found to be very happy to do business with us, as shown by an average score of 4.29 (on a rating scale from 1 to 5) in the business cooperation category, which is slightly up on the result from last year. Moreover, with improvement in customer experience noted in almost every category, the company reached a total average of 3.98, putting our services at a good place from which we can work on making things even more successful.

Looking at individual categories, customers seem to be most satisfied with our staff, followed up by the aftersales activities and the overall service quality and reliability. Slightly lower ratings were given to service offer (prices, competitiveness) and service performance (speed of service provision, logistics and distribution). Almost everyone expressed a wish to continue doing business with us, while as many as 19 would recommend SŽ – VIT to their partners.

Overall, the survey results for 2014 have met our expectations, yet that does not leave us complacent about the future, but rather the opposite – we set ever higher goals to achieve, blending established practices with hard work along the way. Moreover, we will be putting in extra work to bring up the survey results which did not quite hit the mark.

Last but not least, we wish to express our appreciation to everyone who participated in the survey, giving us valuable feedback which will help us become an even better partner.



■ satisfaction degree of the group 2013
 ■ satisfaction degree of the group 2014
 ■ satisfaction degree 2013
 ■ satisfaction degree 2014
 ■ goal

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