PARTS SUPPLY SERVICES
TO OPTIMIZE YOUR
MAINTENANCE PERFORMANCE
YOUR PARTNER IN TRAIN AVAILABILITY

In some countries, train schedules are almost sacred. You can set your watch to the fleet’s steady comings and goings throughout the seasons. This is the sort of service that every rail operator aims for: reliable, cost-effective and satisfying. To achieve it, much depends on the maintainers’ ability to ensure train availability—and this is largely a matter of astute anticipation, the type that Alstom can offer.

Using our 20 years’ experience in fleet maintenance throughout the world, we have developed a Parts Supply methodology based on specific, systematic anticipation to guarantee a continuously high level of train performance.

How? By determining specific operational needs with our customers and developing a risk management plan with contractual delivery commitments. Together, we establish each part’s degree of criticality and the timeframe necessary for its rapid deployment—from immediate delivery for critical parts to a few days for non-critical parts. We supply new or repaired parts as well as kits from our own inventory and network of suppliers for our customers’ preventive overhaul and corrective maintenance activities. Our teams are able to serve operators and maintainers of all types of rolling stock—Alstom and non-Alstom built.

We guarantee the delivery of your train parts precisely when and where you need them, to ensure your fleet’s optimized performance, while controlling costs.
PARTS SUPPLY SERVICES TAILORED TO YOUR BUSINESS NEEDS

Based on our experience as rolling stock maintainers, Alstom has developed a range of services tailored to our maintenance customers’ work preferences: anticipation or ad hoc requests.

LONG-TERM PARTS SUPPLY AGREEMENTS FOR ANTICIPATION

For customers that look to us to anticipate their needs and manage the material planning for their maintenance and overhaul operations, Alstom proposes either a Full Material Management or an Availability Contract. These two frame contracts provide the basis for a partnership between Alstom and the maintainer, allowing suitable anticipation through a joint planning process and the presence of Alstom technicians at their depots. Local inventories of critical parts and central inventories for non-critical parts ensure short delivery lead-times, and thus train availability.

Both of these long-term frame agreements include Repairs and Overhauls.

SPARE PARTS CATALOGUE FOR AD HOC REQUESTS

For those who prefer to handle their material planning themselves, Alstom provides customers with spare parts catalogues to place an order on an ad hoc basis. Upon receiving an order, Alstom delivers parts at a unit price, as soon as possible based on the suppliers’ lead times.

In addition, Alstom offers Repairs and Overhauls as a contract or on an ad hoc basis.

FOUR REASONS TO ALWAYS CONSULT ALSTOM FOR YOUR PARTS SUPPLY SERVICES

High-performance supply chain:
- We give you a single entry point into a large supplier base to source over 350,000 referenced train parts that fully conform to the OEM’s specifications.
- We have at-the-ready sourcing & procurement activities able to guarantee material scheduling and ensuring the best supplier quality, costs and delivery performance.

Broad industrial presence:
- We have 3 major supply centers (Chicago, USA; Preston, UK; Valenciennes, France) supported by 15 parts overhaul & repair centers worldwide.

Engineering expertise:
- As experts in all train repair and overhaul sub-system technologies, we can address your repair, unit exchange and obsolescence issues proactively.
- We can identify any part, no matter how old it is.

Know-how in rolling stock services:
- 20 years of train services and 5,200 rail cars under maintenance contracts today is your assurance of our willingness and competency to deliver the service you need, with local partners when required.
Since coming under Alstom’s care in October 2006, Amtrak’s high speed Acela fleet has mastered availability, maintaining a constant rate of 98.8% for the material availability. The 20 trainsets, built by an Alstom/Bombardier consortium, are under a 10-year Full Material Management contract providing kits for preventive and overhaul maintenance as well as repair materials. Close Alstom/maintainer cooperation is the key: Amtrak defines its parts requirements and communicates its maintenance schedule and failures; Alstom then defines inventory levels. A dedicated workforce provides around-the-clock technical engineering support and manages inventory at depots in New York, Washington and Boston. This strategic supervision allows us to meet our contractual obligations for quick parts delivery: 8 hours for critical parts; 48 hours for non-critical parts.

A HIGH VALUE PROPOSITION FOR MAINTAINERS

Here’s the basic premise: under the Full Material Management contract, we supply all the material you need to execute the maintenance plan and cover your preventive, overhaul and corrective maintenance needs at a fixed fee per km. Our tailored supply chain planning and execution ensure the immediate delivery of new parts for non-repairable material. It also provides an exchange and repair service. Inventory sizing and restocking are also covered by this offer.

The inventories (even those located in the customer’s depots) are owned by Alstom. Our dedicated technicians and engineers provide on-site technical support. Our contractual performance commitments are backed by penalty / incentive schemes. Penalties are incurred when missing parts impact rolling stock availability or disorganize maintenance operations. Alstom is willing and able to commit to a long-term collaboration with its maintenance customers: from a few years up to the entire life span of the rolling stock.

Benefits for the fleet maintainer:
- Immediate availability of all material (new or on service exchange)
- Optimized rolling stock availability
- Fixed price per km
- No inventory costs
- Reduced supply chain costs
- Day-to-day technical support

Under our Full Material Management, we handle every aspect of your parts management at a comprehensive, fixed fee per km. Our “No missing parts” guarantee ensures your fleet’s optimized performance.

FULL MATERIAL MANAGEMENT AROUND THE WORLD

AMTRAK, USA

Alstom is providing Full Material Management under a 4.5 year contract begun in April 2007. This encompasses the management and supply of all materials for preventive (level 1-4) and corrective maintenance. It is a close working partnership between Alstom and the maintainer, with roles and expectations clearly spelled out. Alstom provides all the parts necessary for preventive and corrective maintenance at a monthly fee, while FSR specifies its list of crash, abuse and vandalism spares which are price listed. Alstom provides technical, engineering and material managers; FSR carries out the maintenance and provides the staff for the stores based in the depot. Our teams ensure that train performances consistently hit the marks agreed to under the contract (which is backed by penalties) by assuring the rapid delivery of parts and services in the depot.

FIRST SCOTRAIL, UK

For First ScotRail’s fleet (FSR) of Class 334 Juniper EMUs, Alstom is providing Full Material Management under a 4.5 year contract begun in April 2007. This encompasses the management and supply of all materials for preventive (level 1-4) and corrective maintenance. It is a close working partnership between Alstom and the maintainer, with roles and expectations clearly spelled out. Alstom provides all the parts necessary for preventive and corrective maintenance at a monthly fee, while FSR specifies its list of crash, abuse and vandalism spares which are price listed. Alstom provides technical, engineering and material managers; FSR carries out the maintenance and provides the staff for the stores based in the depot. Our teams ensure that train performances consistently hit the marks agreed to under the contract (which is backed by penalties) by assuring the rapid delivery of parts and services in the depot.
REPAIRS & OVERHAULS

Our Repairs and Overhauls service is integrated within both our high-value Full Material Management and Availability Contract offerings. For operators who prefer to handle their own material operations, Alstom offers Repairs and Overhauls as a freestanding option. In addition, this may be complemented by dedicated technical support and expertise services to address, for example, reliability growth programs, maintenance plan optimisation or obsolescence management actions.

Benefits for the fleet maintainer:
- Optimized rolling stock availability via service exchange
- Major technical risks outsourced via long-term component and obsolescence management
- Committed prices

AN ALTERNATIVE FOR SELECTIVE PART SUPPLY COVERAGE

Under our Availability Contract, operators benefit from most of the advantages offered under the Full Material Management contract: committed lead times for parts supply, availability guarantees with penalties for non-conformity. Again, Alstom owns the main and local inventory.

The prime difference is that the maintainer is responsible for material scheduling. Rather than opting for coverage of all material, the maintainer, together with Alstom, specifies the critical parts that it wishes Alstom to store and supply. Together, Alstom and customer agree to a per-unit price for the specified parts and a volume commitment, rather than a global price per kilometre for all fleet material.

Benefits for the fleet maintainer:
- Immediate availability of specified material (new or service exchange)
- Optimized availability of rolling stock
- Committed prices
- Reduced inventory and supply chain costs

TAM, MONTPELLIER, FRANCE

From 2000, when Montpellier’s first tramline was put into service, Alstom, in partnership with TAM the tramway operator and maintainer, demonstrated a commitment that surpassed role of a rolling stock supplier. Anticipating future material needs in order to optimise maintenance performance, TAM awarded Alstom an Availability Contract. This contract guarantees the rapid delivery of tram parts - within 48 hours for service exchange items and no more than 5 days for new parts. Prices are set in an agreed parts price list in which volumes and periodic revision dates are also defined so as to ensure cost optimization for the customer. The main components which can be repaired are managed on a service exchange basis. In 2004, the contract was extended to cover the supply of the parts needed to carry out maintenance of line 2. Today, Alstom make a strong contribution to ensuring the availability of Montpellier’s fleet of 57 Citadis trams. From the moment the contract started of the contract, 100% of parts were delivered on time and no tramway was ever out of service due to missing parts.

Benefits for the fleet maintainer:
- Optimized rolling stock availability via service exchange
- Major technical risks outsourced via long-term component and obsolescence management
- Committed prices

TRENITALIA, ITALY

In 2007, Alstom began a repair contract for Italy’s national rail operator for their fleet, varying widely in age (new to 20 years old) and type, from EMUs and DMUs to high speed Pendolino tilting trains. Trenitalia sought a reliable partner for the repair of every critical and train-stopping item, one capable of handling component repairs for items also made by other manufacturers. Alstom has proved the best solution. The scope of our contract covers over 300 items including power modules, switchgears and electronics. Our contractual performance guarantees ensure fixed prices and lead times for pre-determined parts. Almost all the repairs are carried out locally, in Alstom’s Sesto (Italy) facilities, with engineering expertise support from our worldwide network of industrial workshops.

Benefits for the fleet maintainer:
- Optimized rolling stock availability via service exchange
- Major technical risks outsourced via long-term component and obsolescence management
- Committed prices

With our Availability Contract, the customer calls the shots: you determine the list of critical parts and we commit to ensuring their immediate availability.
Through its know-how and the excellence of its products, Alstom is shaping the future of energy and transport infrastructure and contributing to improving the living and working conditions of people throughout the world. Today, more than 80,000 people in 70 countries are making an active contribution to the growth and development of its business.