



Good Practice N°07

## Mobile repair teams

DB Schenker Rail Bulgaria EOOD, 04/2013

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## Good practice form

Good practice name	Mobile repair teams
Type	(1) Market requirements (2) Rail production
Involved actors	(2) Railway operator (5) Logistics service provider
Commercial / Functional application area	Installation of mobile repair teams for solving technical problems during stopover of the train
Geographical application area	Bulgaria
Status / Time period	December 2012
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### Introduction (summary)

The railway infrastructure on the pan-European transport corridors IV and X in South-East Europe is partly in a not very well maintained condition.

Due to this fact the number of damaged wagons increased rapidly in the past. All railway undertakings are having the same problem that the number of workshops has been reduced because of the high amount of costs. As a result repairs were getting more and more complicate and time consuming.

After testing several different solutions DB Schenker Rail Bulgaria made the decision to implement mobile repair teams in Bulgaria to be flexible in case of any technical problem.

Basis of the mobile repair teams are small busses, fully equipped with tools for all kind of repairs.

Thereby the teams can solve most of the problems during the stopover of the trains.

The territory of Bulgaria for the operation of DB Schenker Rail Bulgaria is divided in two parts, operated by two different repair teams.

### Starting position – main challenges

- Selection of the right repair tools for the Mobile repair teams
- Flexibility of the staff to be available 24h and 7 days per week
- Evaluation of the best base location to reach trains for the repairing in an acceptable time
- Implementation of communication matrix for ordering common spare parts in advance
- Organisation of the permanent border crossing permission for the staff of DB Schenker Rail Bulgaria to Turkey (Non EU country)
- Permanent customs declaration for all spare parts from Bulgaria to Turkey

### Concept and components – information/repair procedure

- (1) Chief of train immediately informs the dispatcher of DB Schenker Rail Bulgaria in Pirdop in case of any damage or technical problem
- (2) The chief of the mobile repair team will be informed about the incident by the dispatcher 24h/7days per week with the following data
  - location of the train
  - kind of damage and necessary repair
  - kind of spare parts
- (3) Chief of the mobile repair team informs the chief of train about the expected arrival time of the team
- (4) Start of repairs within 4h





### Application case – practical experience

- Customers are satisfied with the detailed concept and the idea to reduce the stopover time in case of technical irregularities
- So far all technical problems were solved by the mobile repair team without any involvement of workshops
- Main irregularities are well known:
  - broken springs
  - movements of goods
  - damaged doors



### Conclusions and benefits - summary

- Number of detached wagons in Bulgaria reduced to zero
- Delays of each train could be reduced during repairs
- Custom declarations and freight documents could be prepared in advance due to preliminary information system  
(→ Good Practice N°06)
- Costs for the customers could be reduced due to following reasons:
  - All sensitive goods of the block train can be delivered to the customer in one part
  - Customers decide on repairs of their private wagons (considering own production processes; optimisation)
  - No/less penalties to the final automotive customer that requires just-in-time delivery of vendor parts
- No operational problems due to shunting activities in case of wagon detachments



## Good Practice N°07: Mobile repair teams

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