



Company Network Rail
Student/Degree: Katie Morton – Finance & Economics
Manager: Kara Wood/ Shaun Fisher
Project Title: Performance Improvement

Project summary

I worked on a range of projects in the NW&C performance improvement team. One of my main roles was developing a comprehensive process for managing our regional performance innovation fund. I developed a robust governance and reporting process alongside introducing guidance to support project managers. I also automated the submission process for several programmes in and outside of my team. Further, I went above my initial brief of creating a folder structure for our NW&C performance site to produce a fully functioning website showcasing our initiatives accompanied by summary guidance videos that have been showcased throughout the business.

Project Results

Simplifying processes has allowed me to grow the portfolio five-fold over the last 6 months and enabled the delivery of extensive tangible benefits in the next three years, demonstrating a significant return on investment across the next 8 years.

Automating the submission process of just one of NW&Cs continuous improvement efficiency programmes has reduced the time taken to perform manual processes by 83% providing a 390% return on investment since commencing this initiative.

Alongside developing the NW&C performance site, I created a banded toolkit, saving thousands of pounds in design costs and initiated working groups to maintain website continuity.



What have you gained from your placement?

My placement has been a very fulfilling and exciting experience. When starting, I struggled with confidence as my background isn't in STEM. However, across the year, I've learnt a large range of technical skills and delivered on projects from automation to website design. Through being continuously challenged, I've built up my leadership and critical thinking skills and put into practice Network Rail's mantra of 'be safe, be patient, be kind'.

Company Manager's Comment

The difference Katie has made during her time with us has been truly outstanding. Katie is now perceived by industry peers as a competent project and train performance manager and demonstrates a capability and knowledge far in excess of what you would expect from one year's experience in the industry.

Shaun Fisher – NW&C Programme Manager

The Performance Innovation fund process for our region has been recognised as good practice across the rail industry. But that isn't the only project Katie has led that has been recognised as industry good practice. The regional performance knowledge hub and leading indicators are other examples.

From my initial meeting with Katie in March 2020 during the interview for her year-in-industry placement I have been constantly impressed. She is open, professional, articulate and engaging. Katie has added a huge amount of value in her time working for Network Rail. She consistently operates at a level far exceeding expectation and has become a very much valued member of our team.

Kara Wood – Regional Head of Performance NW&C