



*Case  
Study*

4

**Class 350/3 EMU  
Refurbishment**

**SIEMENS**

**DIAMOND**  
RAIL SERVICES

# Contents

- 3 Our Client
- 4 Project Purpose
- 5 Scope of Works
- 6 Project Delivery
- 7 Project Logistics
- 8 Contract Details



# Our Client

Siemens Mobility is a separately-managed subsidiary of Siemens, arising from a corporate restructuring effective 1 August 2018. With a global reach, managed from their headquarters in Munich, Siemens Mobility has four core business units:

**Mobility Management  
Rolling Stock**

**Railway Electrification  
Customer Services**

Employing 34,000 people with an annual revenue of 8.8 Billion Euros, Siemens Mobility is one of the leading rolling stock and infrastructure providers to the worldwide railway industry.

In the UK, Siemens supply and maintain approximately 30% of mainline rolling stock at several of their own depot facilities including Bletchley, Glasgow, Manchester, Northampton, Southampton and York and are investing up to £200 million in developing a new train building and supply chain facility at Goole in East Yorkshire.



**New UK Train  
Building Facility**



**34,000  
Employees**



**Supply and Maintain  
30% of UK Rolling Stock**

# SIEMENS

# Project Purpose

West Midlands trains operate 10 class 350/3 Siemens EMU trains. Having completed an interior refurbishment on the 350/1 and 350/4 fleet in 2019 and 2020, West Midlands Trains wanted to bring this fleet up to the same quality as the rest of their 350 fleet.

Primarily this was to provide a vastly improved customer experience for passengers. The enhancements have also aligned maintenance for Siemens at Kings Heath maintenance depot in Northampton.

*Pre-refurbishment  
class 350/3 interior*



# Scope of Work

Contracted to supply all standard and first-class seating for the Class 350/3 West Midlands Trains Fleet. This included new seat foams, fire barriers and covers including leather headrests and arm rests for the First Class seating.

Our scope also included refinishing grab handles in Standard and First class as well as carpet removal and new carpet installation. Diamond offered a turnkey solution for this scope and provided the labour to complete the works whilst working on site at Kings heath depot in Northampton. Diamond provided project management, logistics, procurement and reporting in this turnkey project management solution.



## The Trains

The scope of work covered the full fleet of Class 350/3 EMU trains operated by West Midlands Trains



**10**  
Trains



**40**  
Vehicles



**2,300**  
Seats

10 x 4 Car



5

# Project Delivery

The design, materials and composition were taken from the schedule of finishes document and transferred into reality for a full seat mock-up and a First Article Inspection approved.

Diamond supported the project delivery by creating a Quality Delivery Plan and Glass Case documentation to ensure highest quality standards. All tasks were also planned using time and motion studies to create a robust Labour Plan for delivery to the required programme.

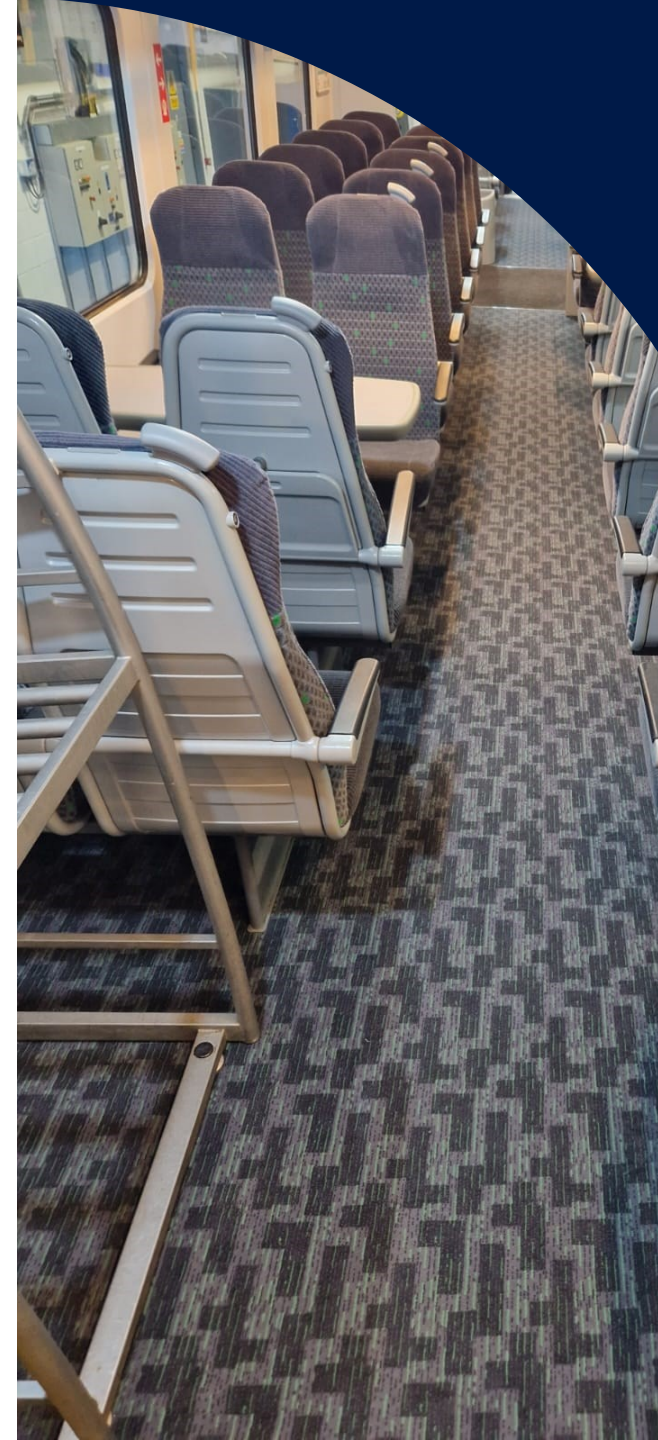
Diamond were contracted to complete a full strip and fit of 10 units over 22 weeks at the client's site in Northampton. A dedicated and competent team on site stripped the unit. The cushions are transported to Diamond in bespoke stillages for transport and the old carpet was disposed of.

Seat construction teams were employed at our facility in Sheffield to build each seat and once the quality check process had been completed, they were then loaded into the appropriate stillages for each delivery/depot/install.

The team then fit new carpet and refit pedestals, frames, tables, and cushions into the unit, working to ensure all checks were conducted and the customer sign-off process was adhered to.

All delivery personnel were fully trained and inducted. A swift load and unload process following depot risk assessments and method statements was affected to allow the fitting team to maintain a light footprint on the client's site.

Regular reporting and communication with the Project team ensured this project was a success for all stakeholders.



# Project Logistics

Resources were mobilised to Kings Heath depot for this project. This involved our transport planner using our dedicated vans together with our chosen haulage partners on a weekly basis to collect and deliver the seats from site.

Our fleet of vehicles is tracked in real time and journey updates are sent to the client, so the on-site stakeholders are notified of arrivals and departures daily.

Tracking information shows time, speed, course, arrival time and incident reports. This information can be viewed by the client for a period of time specific to the delivery of their goods allowing the client to align on-site resources if required.



**This contract required logistics management and transportation to one geographic location**



**Unit down time to strip the interior and reinstall refurbished interior:**

**≡ 2 WEEKS**



NORTHAMPTON

7

# Contract Details



Contract Value  
at Award

**£ 0.65 Million**



Contract Value  
on Completion

**£ 0.65 Million**

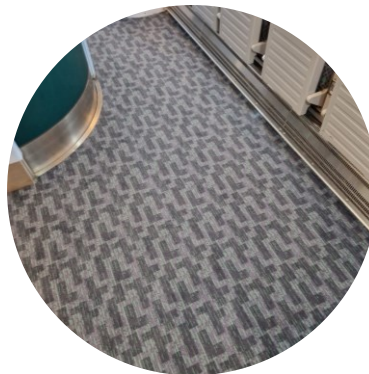


**Contract  
Delivered**

**11/09/23-15/03/24**



**Client Contact  
for this Contract**



*Post-refurbishment class 350/3 interiors*

Please contact us at Diamond for details of references and/or testimonials about this project.