

irtec – More of what matters

The Institute of the Motor Industry (IMI) secured funding from the UK Commission for Employment and Skills (UKCES) to conduct a study on the return on investment (ROI) of adopting irtec Inspection Technician Accreditation at Morrisons Supermarket vehicle maintenance workshops.

Established by the Institute of Road Transport Engineers (IRTE), a Professional Sector of the Society of Operations Engineers (SOE), irtec is an independent accreditation scheme that assesses the competence of technicians working in the commercial vehicle, trailer and passenger carrying industries. Through irtec, technicians can add to their qualifications and demonstrate that their skills and knowledge are up-to-date. An irtec licence proves a commitment to safety, competence and demonstrable professional development by both the technician and employer.



Study premise

In June 2012, despite having a 96% MOT first time pass rate, Morrisons agreed to pilot irtec inspection accreditation with two of its workshops and participate in the IMI's ROI programme. John Ward, Head of Morrisons Vehicle Maintenance Unit (VMU), initially looked at irtec after investing in training for fork lift truck technicians and saw a significant increase in technician skill levels and behaviour.

Garth Braithwaite, Engineering Services National Controller for Morrisons, wanted to increase confidence and personal job satisfaction of staff and technicians to lower the risk of stress, a risk factor in a demanding work environment.

"Staff development and career progression go hand in hand." - Garth Braithwaite

Following interviews with the IMI, technicians underwent initial training in October 2012 before undertaking the theory and practical irtec assessments. By January 2013 all technicians had completed their irtec and were interviewed by the IMI to establish changes in behaviour. Morrisons saw and the IMI recorded a positive shift in behaviour, which had positively impacted the efficiency levels and quality of work the technicians were producing.

Conclusion

This positive change in behaviour through irtec inspection accreditation, coupled with increased efficiency, led to Morrisons rolling out irtec across all its workshops.

Technician Feedback

"We get through more vehicles a day, so productivity has increased."

"irtec provided me with more confidence."

"irtec showed me a different and shorter routine which is very thorough. I still use it now and am much quicker."

"If trucks are more reliable and not breaking down it will give the Heavy Vehicle sector a better profile in the public's eyes."

"irtec is a good way of knowing you are competent at your job."

Manager Feedback

"As soon as we introduced irtec inspection we felt it provided more of a stretch for our technicians and put our business where it needs to be."

- Garth Braithwaite, Engineering Services National Controller

"irtec has given Morrisons' transport department a better quality of vehicle with them being returned back quicker."

- Dave Seddon, General Manager VMU

"irtec is a massive benefit to the vehicle maintenance sector, not just for Morrisons but for the whole country as well, because it gives all the technicians in the industry a license – it proves their worth – it proves their standards."

- Dave Seddon, General Manager VMU

To find out more information go to:
www.theimi.org.uk/roi