



Miquest - standardising testing at Tyne and Wear Fire and Rescue Service

SINCE IMPLEMENTING MIQUEST ACROSS 17 STATIONS, Tyne and Wear Fire and Rescue Service has replaced all paper-based standard test cards and defect books. These have been replaced with standardised tests and defect logging on its secure centralised system that provides complete traceability for all vehicles, equipment assets and PPE.

Miquest was introduced to the Service in 2010, where it was trialed at Farringdon Community Fire Station. Consultations with the crews and personnel at the Technical Services Centre enabled the Miquest development team to implement fire and rescue specific product enhancements so that when the Farringdon Fire Station went live, all standard paper test cards and defect books could be removed. Following successful implementation at Farringdon, each subsequent stations assets were tracked electronically with a variety of successful identification tags. Training was provided to each watch over a two week trial period, with Gosforth Fire Station being the last to go live in June 2015.

Improved compliance - without the paperwork

All stations now use Miquest to predict and plan their standard testing. The software allows users to accurately record an assets test results on a secure server through the use of handheld scanners. As well as logging defects for assets, the software allows for comprehensive and robust quality assurance audits to be undertaken on a range of areas, ensuring accurate performance and accountability for staff - maximising performance and productivity of Tyne and Wear assets

Crews utilise a handset with the Miquest software to scan barcodes, QR codes or RFID tags on each piece of equipment, then once tested, they record whether the item has passed or failed its test. Any failures force the user to create a defect on the system which, once the handset is synched, becomes immediately visible to the Technical Services Centre staff for remedy. Previously, stations used paper records which were difficult to audit, prone to error and defects were logged on triplicate forms which were often confusing or illegible, causing significant delays in the repair and audit process.

Miquest provides a secure, centralised information and data storage system, allowing for easy adoption of LEAN practices whilst providing easily accessible whole life asset data. This ensures early identification of fault trend analysis, enforcing maximum performance from Tyne and Wear assets.





Tyne and Wear Fire and Rescue Service
Creating the Safest Community

Test scheduling - on a prolific scale

Helen Medhurst, from the Technical Services Centre explains why Miquest is mission critical for the Tyne and Wear Fire and Rescue Service teams:

"Since the launch of Miquest going live at Farringdon Fire Station, to the final station moving to the system, over 2200 defects have been logged on the system, 31 of these being Near Misses / RIDDOR incidents. The stations have logged more than 134000 tests, with over 109000 of these tests being weekly tests! On average, on a weekly basis, there are just under 4000 tests completed by crews across the service."

Bespoke reporting - for watch personnel and crews

Consultations and feedback with the crews and other users is still ongoing and the Technical Services advisory team continue to develop the system to benefit all users. This consultation and feedback has enabled the Miquest product development team to provide a series of Intranet-based reports to assist watch personnel, Technical Services staff and other departments with their roles.

Crews have access to bespoke reports allowing them to view all current and overdue tests at their location, per appliance. A report showing all logged defects, progress information and details on completed defects is also available. The Technical Services Centre meanwhile has a number of different reports for defects across various departments, maintenance schedules, asset history and individual's PPE issues.

The quest - for complete asset management

The trial and roll out of Miquest across the Tyne and Wear Fire and Rescue Service has proven successful in providing complete visibility of assets, stock and maintenance costs.

"There are currently over 7500 operational Schedule 2 assets on the system, as well as more than 18000 items of PPE. Keeping track of these assets and ensuring they are maintained to our high standards is of vital importance to the service."

HELEN MEDHURST, TECHNICAL SERVICES CENTRE, TYNE AND WEAR FIRE AND RESCUE SERVICE

Since the implementation, the Miquest product range has been acquired by Idhammar Systems, leading European provider of CMMS and OEE Software. Idhammar System's commitment to the continuing development and support of Miquest has assured Tyne and Wear Fire and Rescue Service that it is in safe hands.

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Miquest

by:

Idhammar