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Government of Western Australia  
Department of Finance



## Strategic Asset Management, featuring ProMAP

One of the key elements of the Maintenance Services Arrangement (MSA) is the delivery of Strategic Asset Management (SAM); a methodology by which the total life cycle of an asset is assessed, evaluated and managed to maximise the economic and operational requirements of an Agency's asset or assets.

SAM involves the collection, collation and analysis of data to assess and evaluate:

- ✓ Whole-of-life costs associated with assets,
- ✓ Proactive management of asset performance, or fixing it before it breaks,
- ✓ Mean Time Between Failure (MTBF), or scheduling and resource optimisation, and
- ✓ Root cause analysis of faults, or fix the issues at source.

The main objectives for SAM are summarised in the table below:

Asset Management Objective	SAM Plan Objective
To ensure assets are managed using a whole-of-life cycle performance based approach using recognised industry practice methodologies and exceeding our customer's expectations	<ul style="list-style-type: none"> <li>▶ Develop detailed asset registers during mobilisation phase or as the contract specifies</li> <li>▶ Develop and maintain planned maintenance schedules post mobilisation or as the contract specifies</li> <li>▶ Complete all planned maintenance activities within the month they are scheduled</li> <li>▶ Develop life cycle plans</li> </ul>
Continually monitor, review and improve asset performance to ensure all reasonable measures are taken to enable service performance standards to be achieved	<ul style="list-style-type: none"> <li>▶ Asset Management Steering Group to continually review the asset management system and its effectiveness</li> <li>▶ Facilitate regular audit and management reviews of the asset management system</li> <li>▶ Complete all planned maintenance activities within the month they are scheduled</li> <li>▶ Regularly review and conduct benchmarking activities of the asset management system, suppliers and contractors</li> </ul>
Provide asset management services with due consideration of health, safety and environment	<ul style="list-style-type: none"> <li>▶ Promote safe, reliable, sustainable and cost effective work practices</li> <li>▶ Comply with safety and environment regulatory requirements</li> </ul>
Implement and manage a risk reduction strategy by assessing, analysing and treating risks within a structured multi-disciplinary framework	<ul style="list-style-type: none"> <li>▶ Conduct asset audits that include assessment of asset criticality and condition</li> <li>▶ Ensure critical assets have the appropriate maintenance strategy applied</li> </ul>
Ensure asset purchases, maintenance repair, refurbishment and replacement are undertaken with the aim to provide a cost effective and value for money solution	<ul style="list-style-type: none"> <li>▶ Use good qualitative and quantitative data for asset management decisions</li> </ul>

### ProMAP FUSS Case Study Facility, Utilities and Support Services, Rottneest Island

'The FUSS Contract on Rottneest Island is a medium-sized and highly complex contract, covering a broad spectrum of services in one of Australia's most iconic tourism destinations. The Island is an A Class Reserve and attracts intense media scrutiny, so the quality of services supplied to support tourism and sustainability must be exceptional. The FUSS Contract contains a robust and extensive suite of key performance indicators, reflective of the Island's status, many of which measure Programmed FM's performance in relation to the response and rectification of reactive maintenance, and the development and implementation of preventive maintenance schedules. ProMAP was introduced to the FUSS Contract on Rottneest Island on 27 July 2015. The system provides a critical link between the Island Operations Office (where maintenance jobs are raised and administered) and the maintenance staff. Following the implementation of ProMAP the performance of Programmed FM against reactive maintenance KPI's has improved markedly. Indeed, Programmed FM have met every single reactive maintenance KPI since ProMAP was introduced. The implementation of the system was almost flawless with a very high level of pre and post-implementation support from across the Programmed FM business. In summary, the use of ProMAP on Rottneest is particularly effective in a highly complex operating environment.'

Tracey Hornsey, Manager Major Contract, Rottneest Island Authority

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## ProMAP and its effect on the MSA

One of the key changes with the MSA is the use of both ProMAP (Programmed Mobility Application Platform) and barcode technology to aid in the delivery of SAM. Each asset, which requires routine or statutory maintenance, will have a barcode affixed to the asset. This barcode represents a Unique Identifier (UI) for that asset. Over time work order information from routine maintenance and breakdown repairs can now be allocated to a specific unique asset within the Agency's portfolio. This enables Programmed FM to compile information about a specific asset, its performance and the costs associated with maintaining that asset.

Equally important is the allocation of a UI for site locations, which in most cases are assigned at room level within the agency's site. Programmed FM is not intending to physically apply barcodes within each room at this stage and will instead use the deployment of site location folders which contain site maps and the associated barcode label for each room. These site location folders will enable each work order to be assigned to a specific room within the site as and when a maintenance technician completes any work order on the premises.

As a large portion of historical work orders within the MSA are breakdown repairs and may not be associated with equipment specifically tracked as a barcoded asset (for example leaking taps, doors and lights) it is imperative that the location of the faulty asset is identified and captured as part of work order management. By linking all work orders (planned and reactive) to an asset and/or location, Programmed FM is able to measure and manage the performance of the whole facility and identify potential trends and issues which, while occurring at a room level and not linked to any specific asset, may be indicative of asset degradation elsewhere. The identification and analysis of these trends feed into the SAM framework to assist in the pro-active management of assets for each Agency.

SAM is also a collaborative and knowledge sharing process. It is the intention that during the mobilisation of the MSA, several forums will be established to ensure that:

- ✓ Data is shared with all stakeholders,
- ✓ Continuous improvement becomes a way of life,
- ✓ Decision making is based on facts,
- ✓ Subcontractor expertise and insight feeds into the decision making process, and
- ✓ Maintenance plans and asset strategies are continually refreshed and evaluated to deliver value for money and optimal asset performance.

## How ProMAP works

ProMAP interfaces with Maximo; Programmed's work order and asset management system. ProMAP has been developed exclusively for Programmed FM to improve visibility of response times, work order status updates, reporting and invoicing, electronically and in real-time, and provides the ability to relay information back to the agency in a timely manner. ProMAP decreases paperwork for both subcontractors and Programmed

FM and delivers more detailed and accurate data to BMW and agencies to enable improved decision making for asset repair or replacement options. ProMAP will be used to complete work orders for the following services:

- ✓ Breakdown repairs,
- ✓ Routine maintenance,
- ✓ Property services, and
- ✓ Low value maintenance.

Key features of ProMAP include:

- ✓ Real-time status updating of work order data from the field,
- ✓ Barcoding of assets to capture cost history against all barcode-able assets,
- ✓ Mandatory Take 5 safety procedures,
- ✓ Additional status such as; Waiting on Parts, Awaiting Access and On Break, which can be sent directly from the mobile device,
- ✓ Recipient Created Tax Invoice (RCTI) to improve invoice timeliness and cost validation,
- ✓ Ability to attach photos and attachments to a work order, and
- ✓ Update asset condition ratings for each service.

When the client logs a job with Programmed FM, a work order is created in Maximo which is dispatched to the subcontractor in ProMAP. The subcontractor schedules the work order to their technician who receives the work order via the ProMAP application on an electronic device such as an iPad or smartphone. The subcontractor will arrive on-site, conduct the Take 5, complete the job and update the asset's condition. The ability to update the asset's condition (such as Waiting on Parts) allows Programmed FM to track and advise the Agency of the work order status.

*'Collaboration is critical to success of Strategic Asset Management. The sharing of information and the use of various areas of expertise within the supply chain is vital for making both the correct technical decisions for Assets as well as the correct operation decisions for budget holders and end users of the facilities. Strategic Asset Management requires using all of the data collected to assist the Agencies maximise their assets, whilst delivering the best possible financial and operational outcomes.'*

Jamie Davis Programmed FM, STRATEGIC ASSET MANAGER

### Further Information

Please contact BMW Transition Lead Samantha Johnston on [MSAtransition@finance.wa.gov.au](mailto:MSAtransition@finance.wa.gov.au) or 6551 1704 for more information about the MSA.