



21 June 2016



Government of Western Australia
Department of Finance



Site Barcode Register

The Maintenance Services Arrangement (MSA) is an innovative change to the way maintenance services have been delivered in the past. Goal three of the MSA states 'a strategic and effective approach to service delivery is employed together with effective asset management systems to achieve positive outcomes for Agencies in the management of their assets'. From MSA service delivery date of 1 July, Programmed FM introduces Site Barcode Register (SBR) to this process.

One of the key elements of the MSA is the delivery of innovative Strategic Asset Management (SAM) methodology to assist with:

- ✓ Optimising Asset performance and reliability,
- ✓ Driving towards a more pro-active as opposed to reactive maintenance service,
- ✓ Data to support informed decision making as to how to best manage the Asset, and
- ✓ Balancing the lifecycle cost of the asset versus the impact of asset failure.

In order to achieve this methodology, Programmed FM requires asset specific information to be collected and analysed over time. The way in which this is done is through Uniquely Identifying (UI) both the asset and/or the location of the asset. While many assets will require and have a barcode label applied to UI each asset, there are many scenarios where it is not practical to apply a barcode for reasons of size, accessibility and practicalities (for example taps, lights, roofs, carpet and fire sprinklers).

There are many thousands of Work Orders generated each and every year for which the cause of the fault is a non-barcode asset. Under these circumstances it is imperative that the location of the fault is attributed to the Work Order. This helps with identifying sub-optimal reliability trends or spikes in service faults which may indicate early asset degradation elsewhere on the site.

An example of an asset barcode and location barcode is shown right:



The key features of Programmed FM barcodes:

- ✓ A prefix denotes an asset barcode
- ✓ L prefix denotes a location barcode
- ✓ The barcode label contains:
 - Barcode – for scanning using ProMAP (Programmed Mobility Application Platform)
 - Human readable text – in the event that scanning the barcode does not work, the UI can be read and entered manually through ProMAP



Within the MSA asset management system (Maximo) data and information associated with the barcode is held, stored and managed. Examples include:

Asset Data

- Make, model, serial number
- Criticality
- Risk rating
- Lifecycle
- Mean Time Between Failure (MTBF)
- First Time Fix (FTF)
- Lifecycle costs

Location Data

- Agency
- Site, building, level,
- Room name
- Heritage / non
- Leased / owned
- Room type

The application of asset barcodes is relatively straightforward and will be applied to each barcode-able asset during the initial years' Routine Maintenance services. Each subcontractor will be provided with rolls of asset barcode labels, by Programmed FM, to apply to barcode-able assets. Important data associated with that asset is collated and entered into ProMAP during the initial Routine Maintenance service.

Due to the complexities and volumes of sites that would require location barcodes it was determined that it was not practical to apply a location barcode within every room of every site which lead to the development of the SBR. The development, implementation and deployment of the SBR is a means of providing location barcodes to site in a format that enables subcontractors to use them in the process of Work Order management.

What is the SBR?

The SBR is an A3 folder containing;

- ✓ Basic floor plan layouts for sites,
- ✓ Barcode index page, and
- ✓ Aerial photograph of the facility.

The floor plan layout of the facility contains a location reference number which references a specific numbered field within the barcode index page. This enables subcontractors to identify the room where work was carried out, to find its corresponding location barcode and then to scan the barcode when completing the Work Order. At this point Work Order history is assigned to that specific room or space.

An example of a floor plan, barcode index page and aerial photograph of the facility.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
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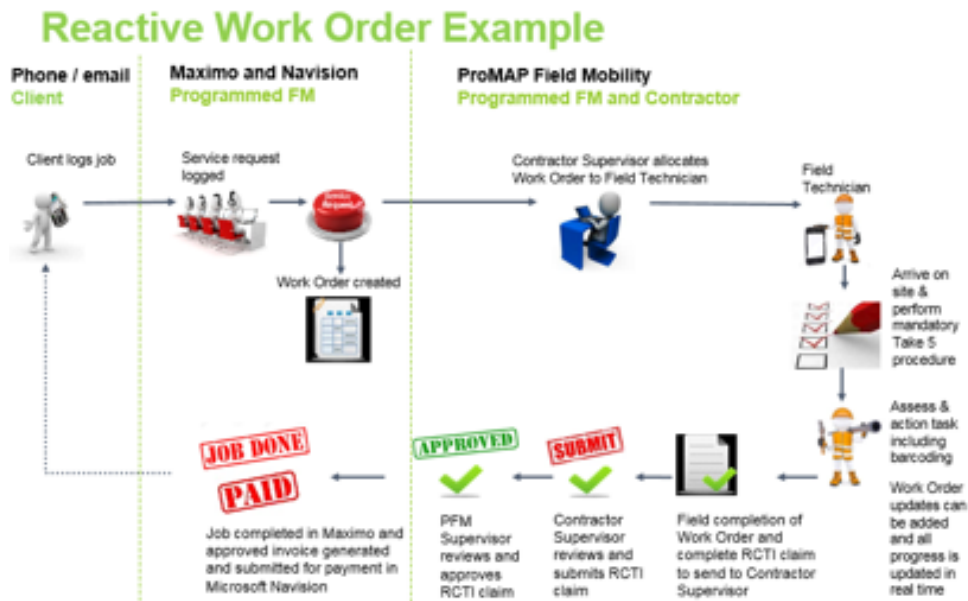




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How ProMAP works

ProMAP will be used to allocate and complete Work Orders for the following services:

- ✓ Breakdown Repairs,
- ✓ Routine Maintenance,
- ✓ Property Services, and
- ✓ Low Value Maintenance.

When the client logs a job with Programmed FM, a Work Order is created in Maximo, dispatched to the subcontractor in ProMAP, who 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 their safety procedures and then undertake the works, which includes the application of the asset barcode (or scanning of existing asset barcode) and updating of asset details.

For new assets the subcontractor will need to scan the location barcode, found in the SBR, to complete the Work Order. For existing assets (those with barcode labels), the location barcode will not need to be scanned, unless the work is for a non-barcode-able asset. On completion of the Work Order the subcontractors submit their claim to Programmed FM who validates the claim and processes an RCTI (Recipient Created Tax Invoice) for the subcontractor. The claim is then paid from Navision, Programmed FM's financial management system. An example of the workflow of a breakdown repair job using ProMAP is pictured above.

Timing and Delivery

Programmed FM is currently scheduling the distribution of the SBRs on a per Agency basis. It is anticipated that SBRs will be distributed from the middle of June through to end of July. This timing is in-line with the Programmed FM's target of ProMAP being ready to use as re-procured subcontractors are onboarded and trained in ProMAP.

The first round of subcontractors using ProMAP is anticipated for 1 August 2016. Upcoming onboarding of subcontractors will see ProMAP implemented on a month-by-month basis with each new group of subcontractors commencing work on the first of the new month.

Ongoing Management

There are some important steps in the management of SBRs and the ongoing updating and validation of location data to ensure they remain relevant and useful during the life of the MSA.

The key steps can be summarised as follows:

- ✓ Maps within the SBR may not be completely accurate or require changes / updates,
 - Data and information will be collated by the subcontractors which will assist in determining the accuracy of the SBRs, the amount of re-work required to update the maps and to enable prioritisation of reissues.
- ✓ SBRs may not be ideal for a particular facility,
 - BMW and Programmed FM are aware of certain sites and Agencies, where due to operational or logistical reasons, the use of the SBR may not be ideal, such as:
 - Security reasons,
 - SBR accessibility after hours restrictions, and
 - Multiple buildings.
 - These locations are currently and will continue to be assessed and where possible alternative arrangements may be trialled in the near future.

Further Information

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