

A Team Approach to Asset Care!

Since October last year Goulburn-Murray Water's Electrical and Mechanical Services department with the help of CTPM have been placing a greater focus on strategic continuous improvement and producing some impressive results along the way.

Goulburn-Murray Water (G-MW) based in **Tatura VIC**, manages water storage, delivery and drainage systems involving 70% of Victoria's stored water. The Electrical and Mechanical Services department maintains G-MW's assets to meet current and future needs while minimising life cycle costs and mitigating all risks including impact on the environment. As Ian O'Brien, Manager of Electrical / Mechanical services stated:

*"With the rapid changes in technology and infrastructure we have to continually find ways to do our **work smarter**."*

The journey for improvement is based on the initial key steps to select a Leadership Team; engage all staff members via training workshops; develop proactive strategic plans; and create focussed improvement teams. The Improvement Teams created revolved around teams of 4 – 8 and they included members from frontline operations and customer care staff, which would ensure that the complete end to end process of customer response and asset care would be involved.

One particular Cross-functional Improvement Team as seen in Figure 1 above was known as "**Frontline Care**". A 12 week problem solving process was the tool in which the team and their stakeholders used to identify the key issues, understand the root causes, develop and implement countermeasures to minimise or eliminate the issue.

The team specifically focussed on early detection and intervention of asset failures by frontline operations staff. As part of their solution the frontline staff were trained in inspection and basic asset rectification (which would normally be completed by the electrical maintenance staff).

Figure 1 – Frontline Care Team



Left to Right: Ken O'Brien (Ops), Damien Whitford, Paul Barrass (Elec/Mech), Dave Currie (Ops), Glenn Button (24/7) and Matthew Todd (Ops).

The pilot conducted within the Central Goulburn area resulted in 52 hours of time saving in reactive maintenance, administration and travel time for the 135 assets inspected. This initiative is planned to be successively rolled out to all areas. The resulting time savings is expected to be considerable when applied to over approximately 12,000 assets under management.

The savings in time will help to assist the Electrical / Mechanical department to move to a more proactive and strategic maintenance approach and will support the charter of Goulburn-Murray Water as an "efficient and effective" provider of water services.

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