

Metropolitan Fire Service - Asset Management Centre of Excellence

Metropolitan Fire Service Asset Management

Customer Metropolitan Fire Service (South Australia)

Industry Sector Emergency Services

Contract start date August 2018

Contract end date August 2028



Customer needs

The South Australian Metropolitan Fire Service (MFS) sought to establish an Asset Maintenance Services Partnership with a selected organisation and after undertaking a rigorous selection process selected to partner with Babcock. The aim of this partnership is to provide improved asset maintenance and associated services and create an Engineering Centre of Excellence.

The MFS fleet consists of over 110 vehicles, most of which are fitted with specialist hydraulic equipment that requires mandated servicing and maintenance.

The MFS, in entering a partnering arrangement with Babcock, required:

- › Enhanced engineering and maintenance capability
- › High quality, dependable, auditable, timely and efficient services
- › A more sustainable and viable maintenance operation
- › Reduction in the volumes of outsourced maintenance
- › Greater transparency of maintenance and service operations
- › Improved asset data collection, analysis and reporting
- › Improved stores and logistics management
- › Increased customer satisfaction
- › Improvement in workforce culture
- › Development of options for multi-agency service provision, creating economies of scale across the S.A. emergency services sector

Nature and volume of services provided

Commencing in August 2018 with an initial three year agreement (with options up to ten years), Babcock, in partnership with MFS, are focussing on the critical elements of asset capability lifecycle management in order to develop a sustainable operating model that will help MFS to improve its asset management with an initial focus on fleet maintenance.

To achieve the required improvements and efficiencies, Babcock are assessing, recommending and implementing a transformation program of information systems, maintenance functions, asset management framework, and delivery of supply chain and inventory improvements.

Customer benefits

Since the partnership went live in November 2018, Babcock and MFS have achieved the following:

- › Implementation completed on time and to budget
- › A defect reporting system established and providing real time feedback
- › Inventory stocktake completed with all stores organised, labelled and quantified
- › Mobile air-conditioning repairs now being delivered on site
- › The maintenance backlog is now defined and visible
- › Statutory compliance is separated from maintenance management and is monitored
- › Standard dashboard set up completed
- › Workforce trained accustomed to improved system
- › Purchasing system reviewed and financial controls now in place