

# Client Reference

## District Municipality



### Client Background

Our client is a typical district municipality (DM) in a rural area of South Africa. It serves four local municipalities and about 100 000 households with 350 000 inhabitants, spread over 25 000 km<sup>2</sup> of mountainous terrain. The region is characterised by low economic activity, low income levels and a high poverty rate.

The core asset-centric services provided by the DM are water supply and sanitation, with vehicle fleet and emergency services as secondary concerns.

Huge challenges are experienced to maintain and increase these service levels.

The DM's Technical Services department realised the importance of formal Infrastructure Asset Management to improve and sustain service level delivery. As a result the DM's top management resolved to implement an Asset Management system in accordance with PAS 55 / ISO 55000.

### Key Challenges

- New infrastructure assets created by successful capital projects required good care and safe operation.
- A requirement existed for an Asset Management system to manage core infrastructure assets in accordance with PAS 55 / ISO 55000.
- Need existed for the implementation of an Enterprise Asset Management System (EAMS).
- Improvement of Asset Care for existing ageing assets.



**“Shift towards optimal mix of reactive to proactive planned maintenance.”**

### Pragma Intervention

- Comprehensive Asset Management Improvement Planning (AMIP) assessment using Assessor to perform gap analysis.
- Developed an AM Policy.
- Developing an AM Strategy, with prioritised areas for improvement.

### Value Add

- Structured Asset Management environment.
- Acceptance of need for culture change where Asset Management is owned by all levels in the organisation.
- Formalisation of AM governance structures to include physical infrastructure assets.
- Shift towards optimal mix of reactive to proactive planned maintenance.
- Approved new AM Policy to guide asset management of DM infrastructure assets.
- Creation of structure for prioritised action plan to improve service levels.

### Tools and Technology

- Assessor
- AMIP – aligned with PAS 55, ISO 55000.
- Asset Management Improvement Planning
- Asset Care Centre Foundations
- Asset Care Plan Development
- Work Planning and Control.