

Continuous maintenance improvement & cost efficiency practices:

Adoption of an integrated routine maintenance management system (i-Maint)

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Project & Operator







- ✓ Traffic Management and Safety
- ✓ Incident Detection / Intervention / Management in cooperation with Emergency Agencies
- **✓** Routine Maintenance (preventive/corrective)
- ✓ Toll Collection & Customer Service
- ✓ Technical and other Supportive services
- ✓ Personnel ~500 employees, plus ~150 additional from S/Cs















Importance of Road Maintenance



Road maintenance comprises
"activities to keep pavement,
shoulders, slopes, drainage
facilities and all other structures
and property within the road
and property within the road
margins as near as possible to
their as-constructed or renewed
condition" (PIARC 1994)

Safety Environment

Maintenance

Integration Economic

Routine Maintenance → **Operator**

- works executed on regular basis and aim at ensuring the unobstructed and safe operation of the motorway
- ✓ <u>restoration works</u>, in respect of wear and minor damages due to normal use or extraordinary reasons, i.e. accidents or natural disasters

Heavy Maintenance → **Concessionaire**

- ✓ replacements, modernization and improvement of road elements, which cannot be further maintained due to normal wear
- ✓ as well as <u>extraordinary works</u> for the restoration of damages due to natural disasters or defects



Previous situation



- **✓** Fragmented in-house electronic databases
 - ☐ I&M daily activities (Excel files)
 - Damages & its restoration (Access database)
 - ☐ Daily work-zones & lane availability diagram (SQL database)
- ✓ Standardized paper forms
 - □ Describing all Inspection & Maintenance daily activities according to Manual
- **✓** Reports combining all above information
 - ☐ Regular (i.e. monthly reports)
 - Ad hoc reporting





The decision to change



Asset Management Concept



Simple Routine Maintenance Concept



Need for adoption of an integrated
Routine Maintenance Management System





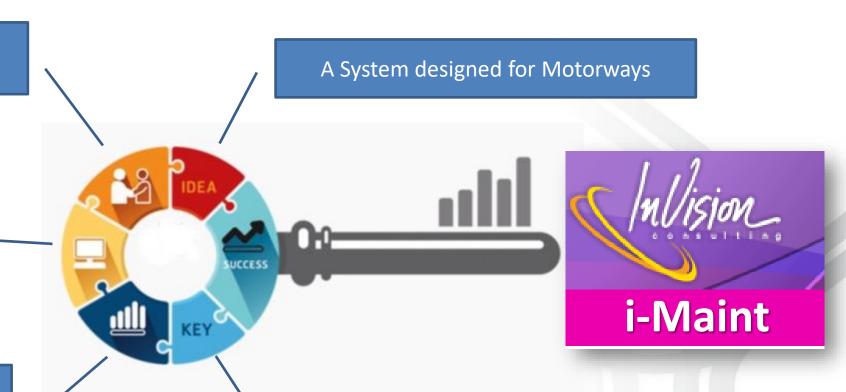
Selection Criteria



A Partner that ensures the continuity of the project (Company not Persons)

Ability to adapt state of the art technologies like Smart Devices, etc.

Applied to another Motorway concession project in Greece (Knowledge of Country specific needs)



High Customization level & availability



Basic Modules of the new System



Assets Register

Resources Management (Personnel, Vehicles, Equipment, etc.)

Third Party Resources
Management
(Subcontractors)

Material & Spare Parts Inventory

Budget and Costing

Annual Maintenance Plan Management

Working Orders
Scheduled /Unscheduled

Auditing

Scheduled /Unscheduled

Maintenance Ticketing (Desktop, Mobile)

Maintenance Project
Administration

Operational Reports
Key Performance Indicators
Stake holders special reports

Smart App for Mobile Devices

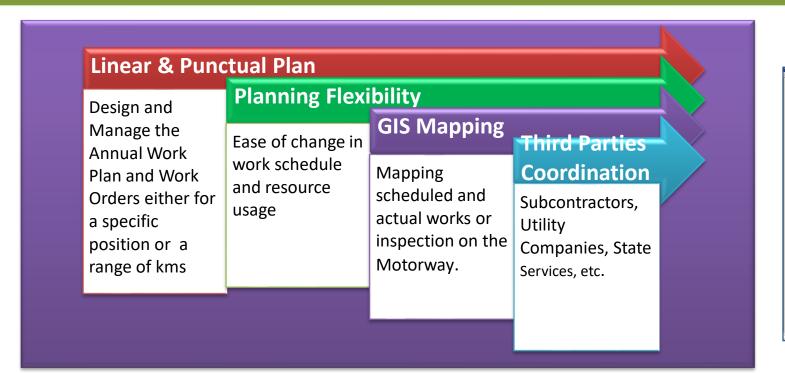
Interfaces to TMC System and other operational Systems

GIS mapping











Works & Projects Documentation (Photos, other attachments, etc.) Inspection & Auditing Documentation (Photos, Reports, etc.) Real Time Works Progress Monitoring Data, Photos, etc. automated Uploaded/Downloaded to the Central System Live Work Order creation & update

Tablet Smart application





Aiming at







Implementation Challenges



Feedback Evaluation

On Site Training

New procedures Communication

Tied Project Management

Routine Maintenance Annual Plan Redesign

Detailed Asset Definition



First visible results - Next steps





(optimize works & improve benefits, i.e. evaluate resources per activity, consolidate object history, etc.)

Future Integration with other operational systems

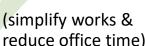
(ERP, MMS, AVL, Fleet Management)

Data exchange system with Concessionaire

(combining Routine and Heavy Maintenance data)

Organization improvement

reduce office time)



Professional

routine

approach mentality

(ensure basic of

maintenance, i.e.

plan, forms, reports)



Conclusions



- ✓ There is an international consensus on the need for adopting an asset management approach.
- ✓ Moving gradually from simple Routine Maintenance to the Asset management concept requires
 - □ systematic and coordinated activities and practices
 - resources and processes optimization and sustainability
 - adequate information and knowledge of asset condition, performance, risks and costs over their life cycles and the interrelationships between these
- ✓ Within this concept the need for digitalization and accurate data collection through an integrated routine maintenance management system is vital and actually there is no other way
- ✓ Selection criteria and the implementation methodology can differ from project to project
- ✓ Implementation requires time, patience, persistence and teamwork
 - definition of functional requirements, creation of inventories/plans, procedures update if needed, extended pilot use, further improvements according to user needs, next steps...
- ✓ The key to success is to make the right choices and finally create a system that "Really suits to the User"
 - ☐ by covering company's operational and administrative needs and
 - is at the exact size and magnitude that operates successfully without overloading company's procedures and activities
- ✓ Olympia Odos Operation is working exactly on the above path with the selected system





Thank you for your attention

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