

# Case Study Heathrow Airport – Handover Management Supplier Delivery

## Customer Background :

Heathrow is one of the world's busiest airports, with an automated baggage system spanning over 30 miles made up of over 100k maintainable assets. At this time they were developing a new terminal with around 23k maintainable baggage assets being added to the system, and the suppliers were responsible for bringing these systems into operation.

## Challenges :



This was a greenfield site with a defined go live date and several primary contractors responsible for multiple elements within the overall delivery process. The Baggage Integrator was responsible to deliver the baggage system, all training and documentation. They were also responsible for setting up the baggage maintenance team.

## Solution :



SML's primary responsibility was to manage the handover for the Baggage Integrator and to develop the methodology to meet customer expectations. This included the delivery of over 3,5k documents, oversee training of over 5k people, integrate and develop maintenance plans for the 23k assets and develop the maintenance organisation structure.

## Business Impact :



With the fixed go live date, we ensured that all of our activities were completed prior to this date, ensuring no costs from delays and no issues from go live without being prepared. The maintenance teams were in place, fully trained, and the maintenance plan implemented.

## Customer Feedback:



*“SML put together a successful strategy for maintaining £200m airport baggage handling system with their knowledge of world class maintenance techniques driving the strategy implemented. I would recommend SML to anyone looking to set up or improve the way they carry out maintenance on large capital equipment installations.”*

**UK Managing Director**