Case Study
Heathrow Airport – Baggage maintenance requirements for T2, T3, T4, T5

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. Due to numerous changes in O&M teams and countless projects over the years, many assets did not have a unified strategy for large portions of the site.

Challenges :

The project had a large number of assets spread across multiple sites, aging equipment with very inaccurate data, and numerous stakeholders with vastly differing opinions on strategy. The maintenance strategies were primarily reactive and therefore a change in behaviour, team sizes and skills were required with the shift to preventive measures.

Solution :

We carried out mass categorisation of assets, assigning criticalities and thus appropriate maintenance strategies and maintenance routes with a more preventive focus. We rolled out routes to newly trained teams constructed to levels with our advise, and implemented a solution to collect data and that allowed future move towards predictive maintenance.

Business Impact :

The standardising of maintenance method and application of maintenance routes to reduce paperwork saw efficiency saving which paired with resource spending reduction through more appropriate team sizes. Maintenance more focused on reliability and the identification of tasks previously missed helped minimise downtime and extend asset life.

Customer Feedback:

"SML have not only helped to modernise and align our maintenance requirements across site but have also been integral in ensuring the roll out of the changes were successful by engaging with and upskilling our maintenance teams."

Maintenance Manager

SML
Your Partner In Asset Management