

Case Study Heathrow Airport – Developing baggage ops team Asset Management Plan (AMP) processes

Customer Background :

Heathrow is one of the world's busiest airports, with automated baggage systems spanning over 30 miles made up of over 100k maintainable assets. As part of developing an Asset Management Plan and enhancing the maintenance regime, they needed to develop their asset management planning processes to harmonise how they applied this across the campus.

Challenges :



SML was contracted to help the baggage engineering team to develop their AMP processes. With several members of the team with varying experience and opinions, we needed to extract and solicit agreement between them on some of the processes. Where no processes existed they were to be developed in line with the airport processes.

Solution :



We worked with the baggage engineering team to agree all elements that needed to be covered in their AMP and what processes were already in place. We investigated and harmonised the existing processes, then went on to develop and implement the new processes.

Business Impact :



Heathrow airport held an ISO 55001 accreditation, with several open actions that needed to be resolved. With the help from SML several of the outstanding actions for the baggage team were resolved and once these were implemented it helped the team retain their ISO 55001 accreditation.

Customer Feedback:



“SML helped our baggage team to align our AMP processes and develop several of the processes that had not been put in place after the previous ISO 55001 audit. With their help we were able to develop and implement the missing processes. The baggage team were audited during the ISO 55001 audit and we were fortunate to have all our processes in place.”

Baggage Asset Manager