

# Case Study Heathrow Airport – New terminal asset audit, including registration and condition audit

## 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. As part of the project for the building of a new baggage system in T3, SML were engaged to complete a full audit of both the physical and digital condition of all new assets to ensure they were ready for operation and maintenance on go live.

## Challenges :



On top of the challenges faced by auditing a large number of assets tightly fit into a complex maze of routes, this audit also required a high level of knowledge of the operational and maintenance requirements of new technologies used, an understanding of Heathrow's AM standards, and careful analysis of data full of erroneous and duplicate

## Solution :



We utilised our tablet app to create audit routes matching those that O&M teams would follow allowing us to have a fixed inspection criteria for each asset class, created digital maps of the system with GPS coordinates aligning with tags we put on each asset, and discover issues that would have otherwise only been seen during post go live maintenance.

## Business Impact :



We flagged numerous hidden issues and gave operational teams confidence in the equipment numbers, condition, and their ability to set up and perform maintenance activities. Our digital maps helped engineers familiarise with a complex system quickly, and our tagging of physical assets and clear up of digital data ensured a smooth transition.

## Customer Feedback:



*“SML's knowledge and experience of baggage processes and maintenance team expectations helped ensured every aspect of operation was considered during their comprehensive audit which was completed impressively efficiently given complexity of site.”*

**Maintenance Manager**