Sydney Airport The right future. Starting now.

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PROJECT AXIOM

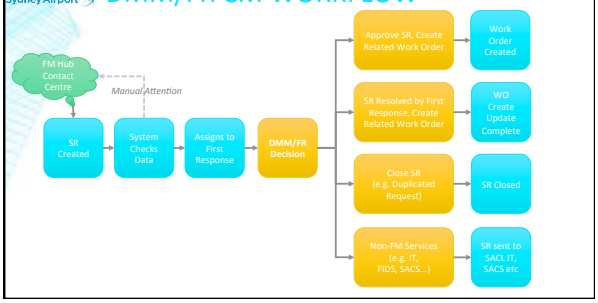
Managed FM Business Solution

FM System Processes

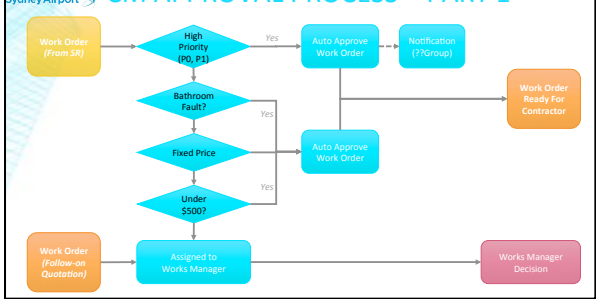
OBJECTIVES

- To have the System assist the process, not hinder it.
  - The Works Managers and FR Management have agreed that the new workflows replace the various manual arrangements currently in place.
  - We would like to move to a scenario where Priorities are used to manage required Response Times and SLAs, not to overcome limitations of the old system.

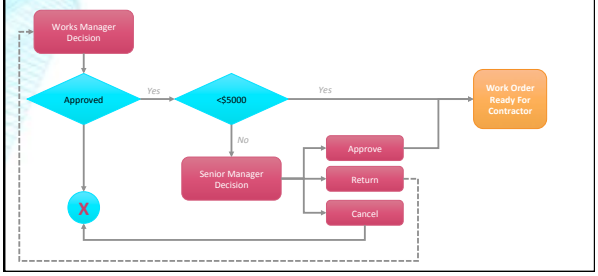
DMM/FR CM WORKFLOW



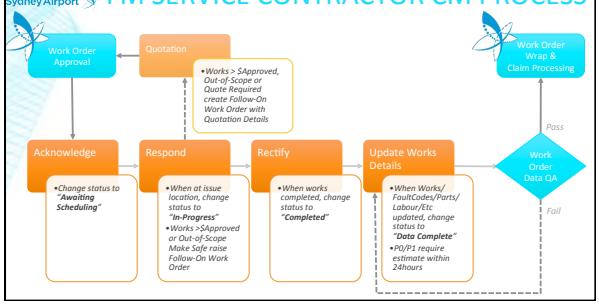
CM APPROVAL PROCESS – PART 1



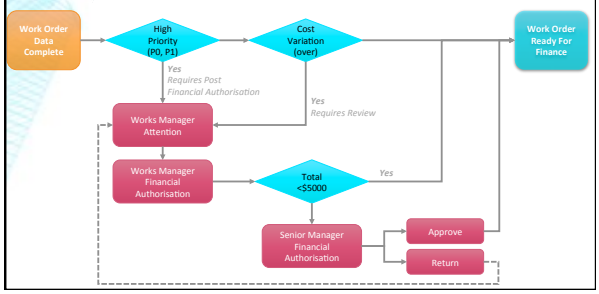
CM APPROVAL PROCESS – PART 2



FM SERVICE CONTRACTOR CM PROCESS



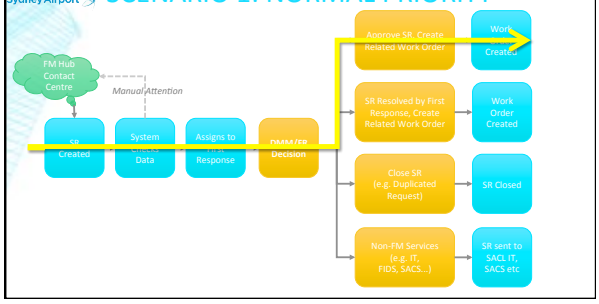
CM WO WRAP-UP WORKFLOW



FR SCENARIOS

- Scenario 1: Normal Priority
- Scenario 2: High Priority (P0/P1)
- Scenario 3: Bathroom
- Scenario 4: FR Resolved
- Scenario 5: Close Out (e.g. Duplicate SR)
- Scenario 6: Non-FM

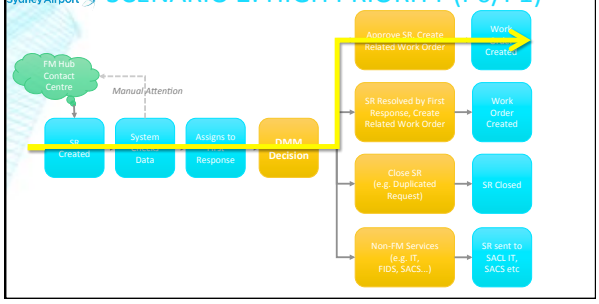
SCENARIO 1: NORMAL PRIORITY



SCENARIO 1: NORMAL PRIORITY

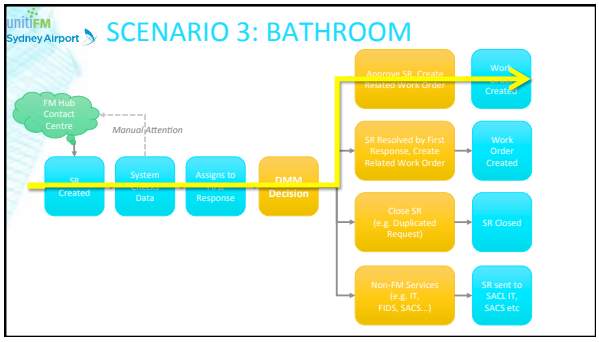
- DMM/FR Procedure
  - Claim the SR
  - Approve SR & Create WO
  - Select CREW, Vendor, Worktype
  - Update location and/or asset
  - Add Estimates
  - Save Work Order and Route
- Approval
  - <$500 DMM
  - <$5000 Works Manager
  - >$5000 Senior Manager

SCENARIO 2: HIGH PRIORITY (P0/P1)



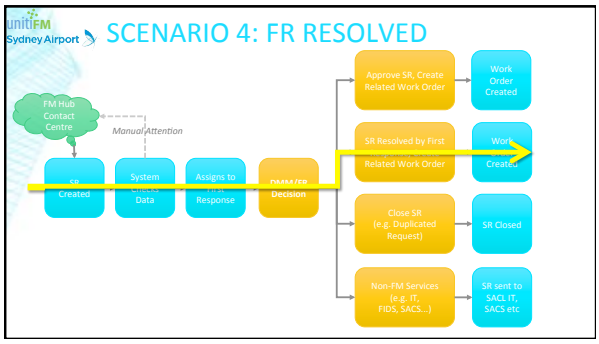
SCENARIO 2: HIGH PRIORITY (P0/P1)

- DMM/FR Procedure
  - Fix the issue!!
  - Then Do the Paperwork
- Approval
  - P0 & P1 Automatic Works Approval
  - Post Financial Authorisation
    - <$5000 Works Manager
    - >$5000 Senior Manager



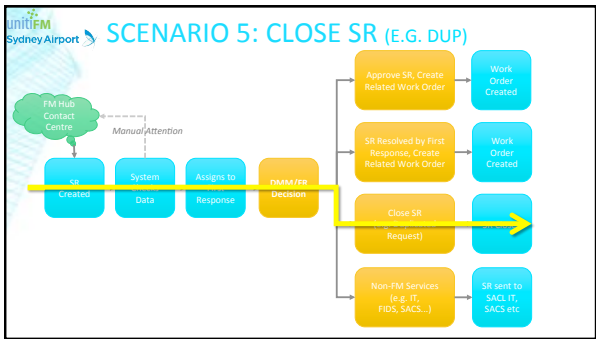
SCENARIO 3: BATHROOM

- DMM/FR Procedure
  - Claim the SR
  - Approve SR & Create WO
  - Select CREW, Vendor, Worktype
  - Update location and/or asset
  - Add Estimates
  - Save Work Order and Route
- Approval
  - Bathroom Automatic Works Approval
    - Urinals
    - Water Closet
    - Hand dryers
    - Cubicle Door Locks
  - Post Financial Authorisation
    - <$5000 Works Manager
    - >$5000 Senior Manager



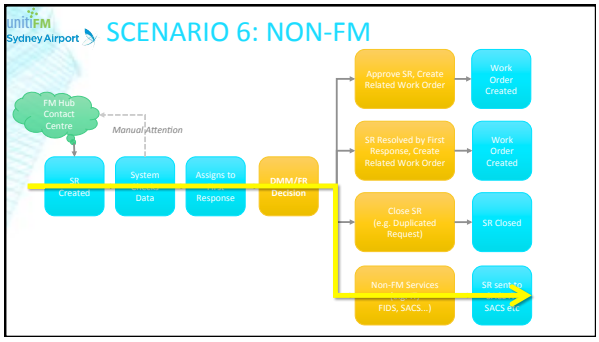
SCENARIO 4: FR RESOLVED

- DMM/FR Procedure
  - Claim the SR
  - Approve SR & Create WO
  - Select CREW, Vendor, Worktype
  - Update location and/or asset
  - Add Details
  - "Close" Work Order



SCENARIO 4: CLOSE SR (E.G. DUP)

- DMM/FR Procedure
  - Add "Memo"
  - "Close" Work Order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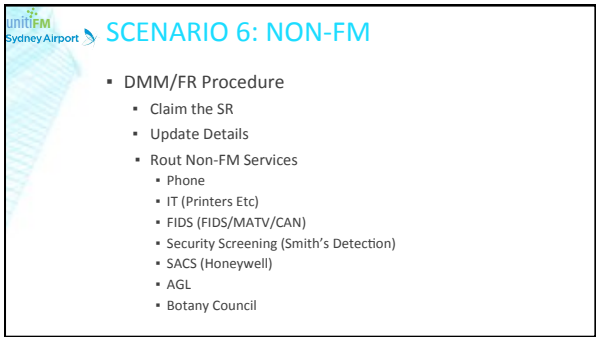
SCENARIO 6: NON-FM
FM Hub Contact Centre
Manual Attention
SR Created
System Data
Assigns to Response
DMM/FR Decision
Approve SR, Create Related Work Order
Work Order Created
SR Resolved by First Response, Create Related Work Order
Work Order Created
Close SR (e.g. Duplicated Request)
SR Closed
Non-FM Services FIDS, SACS...)
SR sent to SACS etc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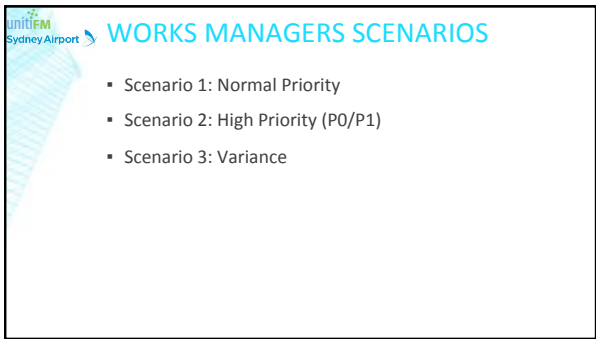
SCENARIO 6: NON-FM
DMM/FR Procedure
Claim the SR
Update Details
Rout Non-FM Services
Phone
IT (Printers Etc)
FIDS (FIDS/MATV/CAN)
Security Screening (Smith's Detection)
SACS (Honeywell)
AGL
Botany Council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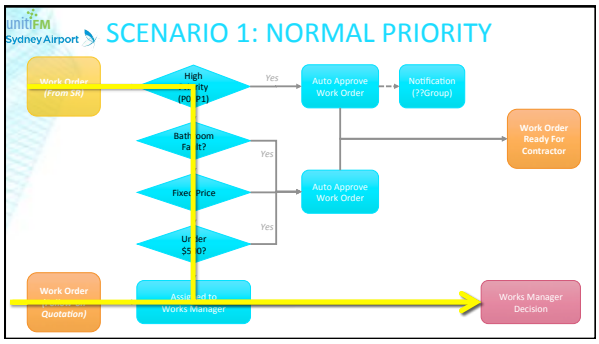
WORKS MANAGERS SCENARIOS
Scenario 1: Normal Priority
Scenario 2: High Priority (P0/P1)
Scenario 3: Variance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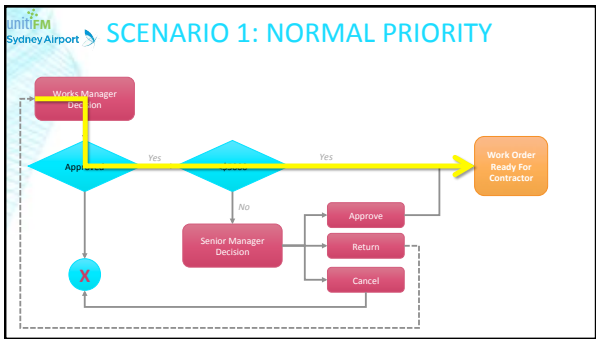
SCENARIO 1: NORMAL PRIORITY
Work Order (From SR)
High Priority (P0, P1)
Yes
Auto Approve Work Order
Notification (??Group)
Bathroom Fault?
Yes
Fixed Price
Auto Approve Work Order
Under $500?
Yes
Work Order Ready For Contractor
Work Order (Follow-on Quotation)
Assigned to Works Manager
Works Manager Decision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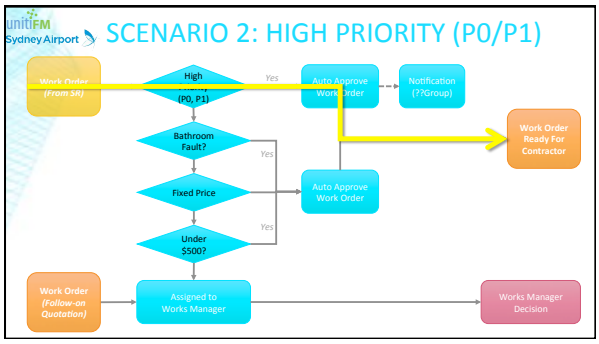
SCENARIO 1: NORMAL PRIORITY
Works Manager Decision
Approve
Yes
Yes
Work Order Ready For Contractor
No
Senior Manager Decision
Approve
Return
Cancel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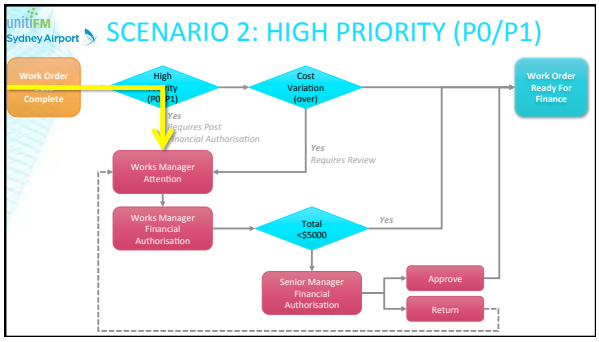
SCENARIO 2: HIGH PRIORITY (P0/P1)
Work Order (From SR)
High Priority (P0, P1)
Yes
Auto Approve Work Order
Notification (??Group)
Bathroom Fault?
Yes
Fixed Price
Auto Approve Work Order
Under $500?
Yes
Work Order Ready For Contractor
Work Order (Follow-on Quotation)
Assigned to Works Manager
Works Manager Decision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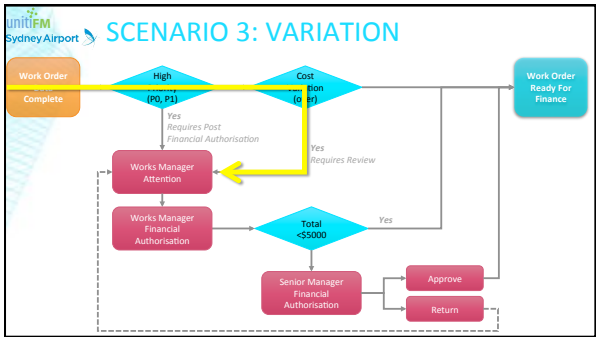
SCENARIO 2: HIGH PRIORITY (P0/P1)
Work Order Complete
High Priority (P0, P1)
Cost Variation (over)
Work Order Ready For Finance
Yes
Requires Post Financial Authorisation
Yes
Requires Review
Works Manager Attention
Works Manager Financial Authorisation
Total <$5000
Yes
Senior Manager Financial Authorisation
Approve
Return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SCENARIO 3: VARIATION
Work Order Complete
High Priority (P0, P1)
Cost Variation (over)
Work Order Ready For Finance
Yes
Requires Post Financial Authorisation
Yes
Requires Review
Works Manager Attention
Works Manager Financial Authorisation
Total <$5000
Yes
Senior Manager Financial Authorisation
Approve
Return