

CLIENT BRIEF

Improving service delivery at Des Moines Water Works

Des Moines Water Works (DMWW), one of the largest utilities in the US, brought in SwainSmith to help them improve the delivery of their services through better asset management.

ACTIONS

DMWW and SwainSmith collaborated to establish corporate policy and get the executive leadership team on board. SwainSmith then worked with DMWW to define other aspects of the asset management system. These included processes, organizational structure, and performance measures. Next, SwainSmith configured DMWW's technology systems (EAM software, GIS integration, control systems) to deliver the information required by the management system. SwainSmith also set up an auditing program to keep DMWW's asset management on the path of continual improvement.

RESULTS

The resulting management system standardized asset management across DMWW's many business units. It aligned how assets were managed with executive goals for service quality and cost. It provided the strategy and direction for configuring and integrating EAM software and other technology systems. Most importantly, it delivered a clear message to stakeholders that DMWW was taking good care of its assets.

FACTS AT A GLANCE

INDUSTRY

Public Utilities

GOALS

Service delivery, risk management

SOLUTIONS

ISO 55000 asset management system, EAM software system