

## **MACK – Return on Investment**

**B Clark<sup>1</sup>**

<sup>1</sup>City of Adelaide, Adelaide, SA

Managing Assets through Capability and Knowledge is a continuous improvement project that has been implemented at the City of Tea Tree Gully since 2013. The project looks at Asset Management through a holistic lens and how to best utilise and measure the value of a new Asset Management Information System while dealing with significant change management throughout the organisation.

Since the implementation of the Asset Management Information System in 2016 the organisation has seen significant increase in efficiencies particularly in the management of asset financials. Tea Tree Gully has also been implementing mobile asset maintenance management and is beginning to see significant results in the organisations ability to measure and meet customer service levels, maintenance data is available for asset lifecycle costing and in field efficiencies through the use of mobile technologies.

MACK began with an Asset Management health check and has evolved into a way of life for the organisation. MACK has been through business process mapping, business case development, tendering and implementation. We have gained insight into organisational change and we are now measuring the benefits and impacts of the changes on asset management by developing a return on investment model.

MACK is empowering all staff through business processes, hardware and software to create a mobile workforce who are invested in and promote Asset Management. This allows us to undertake a practical approach to best practices and striving to meet the standards set by NAMS and ISO55000.