

Improving Services to Customers in the Pacific: Condition Assessments

TA 6551 *Strengthening WASH Practices and Hygiene Behavioral Change in the Pacific*



EVENT DETAILS

Virtual Webinar on *Strengthening WASH Practices and Hygiene Behavioral Change in the Pacific: Webinar 4*

Asset Management & Maintenance: Condition Assessment

14 April 2021 | via Zoom

Organized by ADB's Pacific Department in partnership with the Pacific Water and Wastewater Association

Speakers

- **Sharvint Chand**
Asset Engineer, Hunter H2O
- **Rhiannon Morgan**
Asset Engineer, Hunter H2O

Moderator

- **Dean Taylor**
ADB Consultant (Utility Advisor)

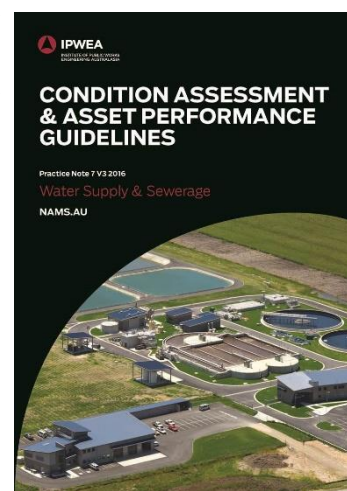
Event recording and resources available [here](#).

The webinar stressed the importance of condition assessment as the basis for effective asset management, and the importance of a lifecycle approach for ensuring that water supply and sanitation infrastructure impact positively on public health. ADB Pacific Department's **Director General, Leah Gutierrez**, and the **Pacific Water & Wastewater Association CEO Lusia Sefo-Leau**, gave opening addresses followed by presentations from three expert practitioners.

“ Good asset management practices help to break the cycle of invest, rundown, replace... and puts the emphasis on longevity and performance of assets.—ADB Pacific Department DG Leah Gutierrez

Dean Taylor set the scene with an overview of the discipline of asset management. He highlighted the importance of asset managers knowing their assets as the foundation for the implementation of sound asset management. He also emphasized the importance of good data management as an essential feature of an asset management system. The use of tools such as spreadsheets was highlighted as an effective and low-cost way for utilities to organize and analyze their data.

Sharvint Chand explained the concepts of condition rating and condition assessment that are described in detail in the Institute of Public Works Engineering Australasia (IPWEA) manual *Condition Assessment & Asset Performance Guidelines – Practice Note 7*. The manual provides a consistent approach for utilities to inspect their assets and rate their assets allowing for the development of maintenance and replacement plans. A copy of the manual will be provided to utilities covered by TA 6551 to guide their condition assessment programs.



The practical aspects of condition assessment were discussed in small groups allowing participants to examine real world examples of assets, make condition judgements and look at potential corrective actions.

James Young, CEO of the Public Utilities Board in Kiribati highlighted the importance of ongoing monitoring to preemptively detect and act on asset defects before they become major problems. **Ali Mohammed**,

General Manager (Operations) from Nauru Utilities Corporation also emphasized the importance of good asset information for the effective delivery of high-quality customer services.

Rhiannon Morgan stressed the importance in condition assessments of turning data into information to plan for maintenance and upgrades or replacements.

LESSONS LEARNED AND EXPERT TIPS

- **Basic asset management data management.** Good asset data management does not rely on advanced asset management software. For many utilities, a good asset management system can be run from a spreadsheet. The important thing is to be organized and to collect data systematically.
- **Know your assets.** Knowing your assets is the foundation of asset management. Utilities need to understand the criticality and performance required of its assets as part of the assessment process. Knowing our assets and tracking their condition allows us to achieve the least cost and least risk of owning and operating assets over their life cycle while meeting service standards for customers.
- **Turn data into information.** The condition and performance assessment process will generate a lot of data; but capturing data is not asset management on its own. We need to determine how best to make sense of the data and turn it into useful information.
- **Take action.** Once problems are identified through our assessment and analysis work, we need to take suitable actions. It is no use to identify problems and not take action. Actions may include repairs, changes to maintenance practices and budgeting for replacement.

“ Asset management involves achieving the least cost and least risk of owning and operating assets over their life cycle while meeting service standards for customers.

—ADB Consultant, Dean Taylor



Level 1 Inspections
A simple visual assessment can highlight issues with asset operation, maintenance practices and future planning.

FURTHER INFORMATION

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