

4.4	Type of Failure	48
4.4.1	Failure Identification.....	48
4.4.2	Identify the Consequences of Failure	48
4.4.3	Identify the Failure Process	49
4.4.4	Verify the System.....	49
4.4.5	Modify the System	49
4.4.6	Root Cause Failure Analysis	49
4.4.7	Possible causes and/or conditions causing performance failure ..	49
5	PERFORMANCE MANAGEMENT	50
5.1	General	50
5.2	Inspecting and Monitoring of Contractors	50
5.2.1	Monitoring Use of Resources	51
5.2.2	Monitoring the Quality of Workmanship.....	51
5.2.3	Monitoring the Contractor's Maintenance Schedules	52
5.2.4	Monitoring Operational Effectiveness.....	52
5.2.5	Communication and Co-operation with the Contractor	52
5.2.6	Co-ordination with other concerned organizations	53
5.3	Performance Monitoring	53
5.3.1	DMAT / Consultant Responsibilities	53
5.3.2	Standards of Workmanship	53
5.3.3	Operating Procedures, Schedules and Organization	54
5.3.4	Cost Control and Operational Efficiency	54
5.3.5	Mechanical & Electrical Equipment	55
5.3.6	Pumping Facilities.....	55
5.3.7	Maintenance Approach Tables.....	55
5.4	Periodic Audit.....	56
5.5	Continuous Improvement.....	57
5.6	Performance-Based Contracts	57
5.6.1	Prescriptive vs. Performance Contracts	57
5.6.2	Administering Performance-Based Contracts	57
5.7	Level of Service	58
5.7.1	Verbal/written Complaints.....	58
5.7.2	Flooding Incidents.....	58
5.7.3	Other examples of LOS that may be considered	58
5.8	Establish KPI Baselines.....	59
5.8.1	Example Key Performance Indicators	59
6	ASSET MANAGEMENT	68
6.1	Policy for Asset Management	68
6.2	Objectives and Approach.....	68
6.3	Operational Benefits of AMP	69
6.4	Asset Management Cycle.....	69
6.5	Asset Management Plan (AMP)	70
6.6	Asset Management Team.....	71
6.6.1	Asset Management Plan Document	71
6.6.2	Specific Asset Plans	71
6.6.3	Condition Monitoring.....	72
6.6.4	Periodic Asset Management Audit	72
6.7	Controlled Documentation	73
6.8	Maintenance Best Practice	74
6.9	Standard Assets List.....	75
6.10	Operational Risk Register (ORR)	75
6.11	Preparation of an Asset Management Plan.....	77
6.11.1	Asset Operating Plan.....	78
6.11.2	Asset Maintenance Plan.....	79
6.12	Methodology for Development of AMP	80