

# Case Study

## Metropolitan Municipality Work Planning and Control on SAP Mobile App

### Client Background

Work Planning and Control managed by the Asset Care Centre (ACC) at a local municipality plays an integral part in the execution of maintenance work orders. A mobile SAP solution was recently rolled out at the client. A key factor in the success of the mobile solution rollout is based on effective Maintenance Planning and Scheduling between the artisan, supervisor and planner. The ACC developed multiple tools and business processes to support this function during and after the rollout of the mobile SAP solution.



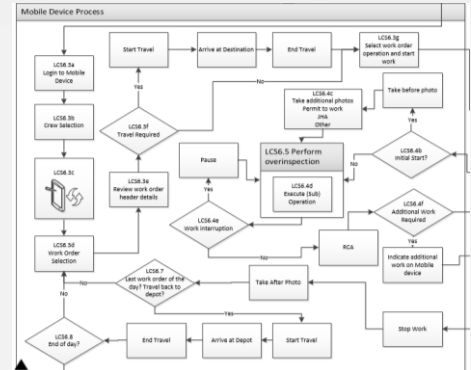
**“Increasing work order data velocity improves response times and translates to more effective Work Planning and Control”**

### Pragma Intervention

- Development of comprehensive Work Planning and Control business processes that takes into account mobile usage and SAP back-end integration.
- KPI dashboard design for mobile usage and work order management.
- Training manual development for effective work planning and control between maintainer, supervisor and planner.
- Optimising of scheduling logic in SAP by considering work order priority/asset criticality, age KPIs and scheduling constraints.
- Custom report development to manage the execution of work and monitor the effectiveness of Work Planning and Control.
- Assisting with maintenance plan development per asset type and work order execution in SAP.

### Key Challenges

- Rate of notification to work order conversion.
- Lead time between asset failure and work order creation.
- Lack of spares and availability of resources.
- Effective management of work order related KPIs.
- Scheduling of work orders, taking into account:
  - Work order age/backlog
  - Work order priority
  - Work order user status
  - Resource availability
  - Asset criticality
  - Resource availability
  - Spares availability.
- Correct mobile device usage when executing a work order after planning has taken place.
- Optimising maintainer wrench time while on site.
- Alignment of various trades on one work order to perform maintenance on the same asset.
- Making sure the mobile device is up to date with the latest maintenance work order related information.
- Execution of manual work orders in cases where mobile devices cannot be used.



### Value Add

- Decreasing work order lead times.
- Increasing notification to work order conversion rate.
- Planning work orders optimally per resource.
- Reducing amount of work orders created by combining various trades responsible for maintenance on the same asset.
- Managing work order performance using KPIs.
- Hosting weekly scheduling and monthly planning meetings and addressing Work Planning and Control gaps.



### Tools and Technology

- Business process design and optimisation
- SAP PM
- MS Visio
- MS Excel
- Work Planning and Control
- Mobile SAP application
- SAP work order user status development
- SAP work order priority framework design and implementation