

Developing Human Capital and Organizational Culture to Support Asset Management

A Transportation Asset Management
Expert Task Group Briefing Paper



The Biggest Assets

People



Culture



A System Defined

System: A set of interconnected components that create a result greater than the product of their individual parts.



Using the Entire Network

- Managing infrastructure requires a coordinated network
- Information must flow across the organization
- Critical are individual, organizational, and cultural skills



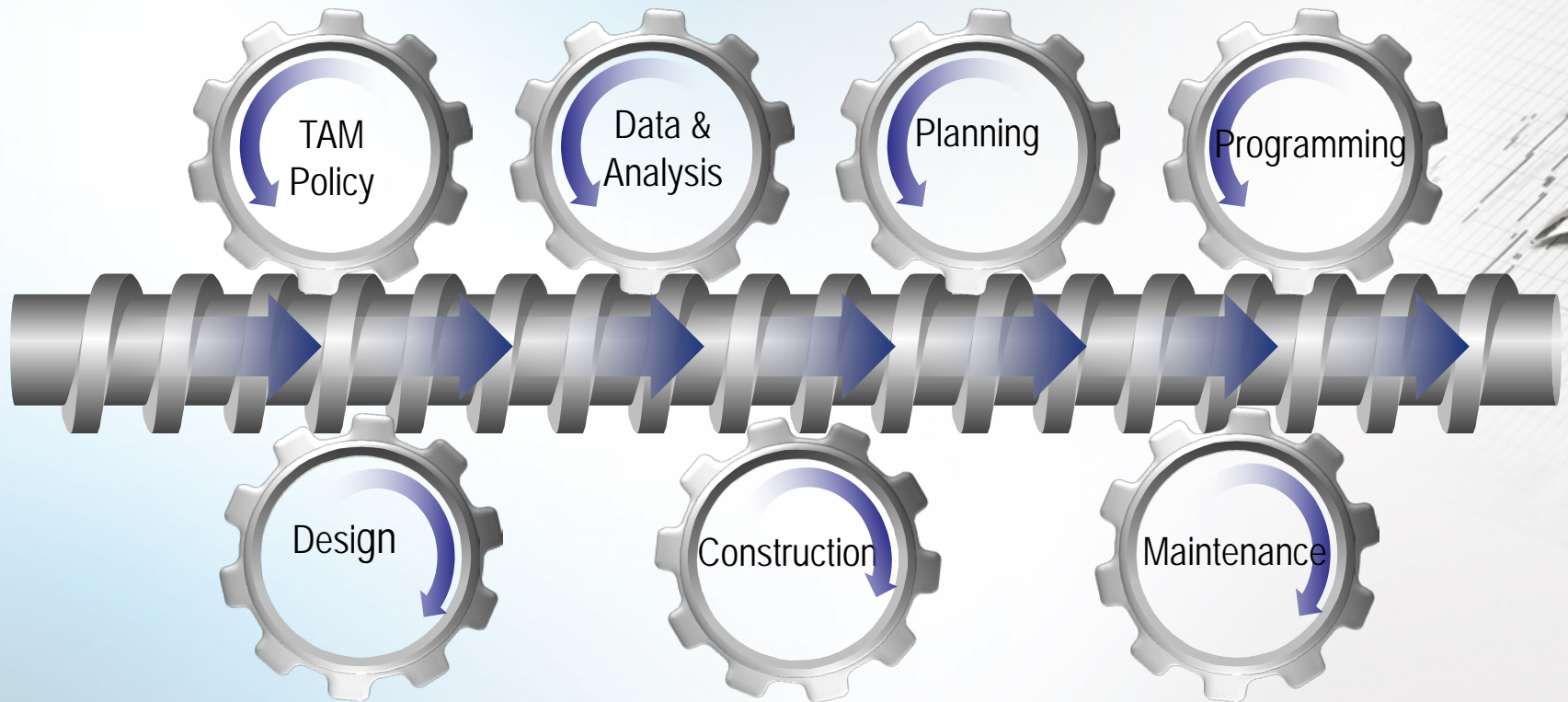
Each Unit Does Its Piece



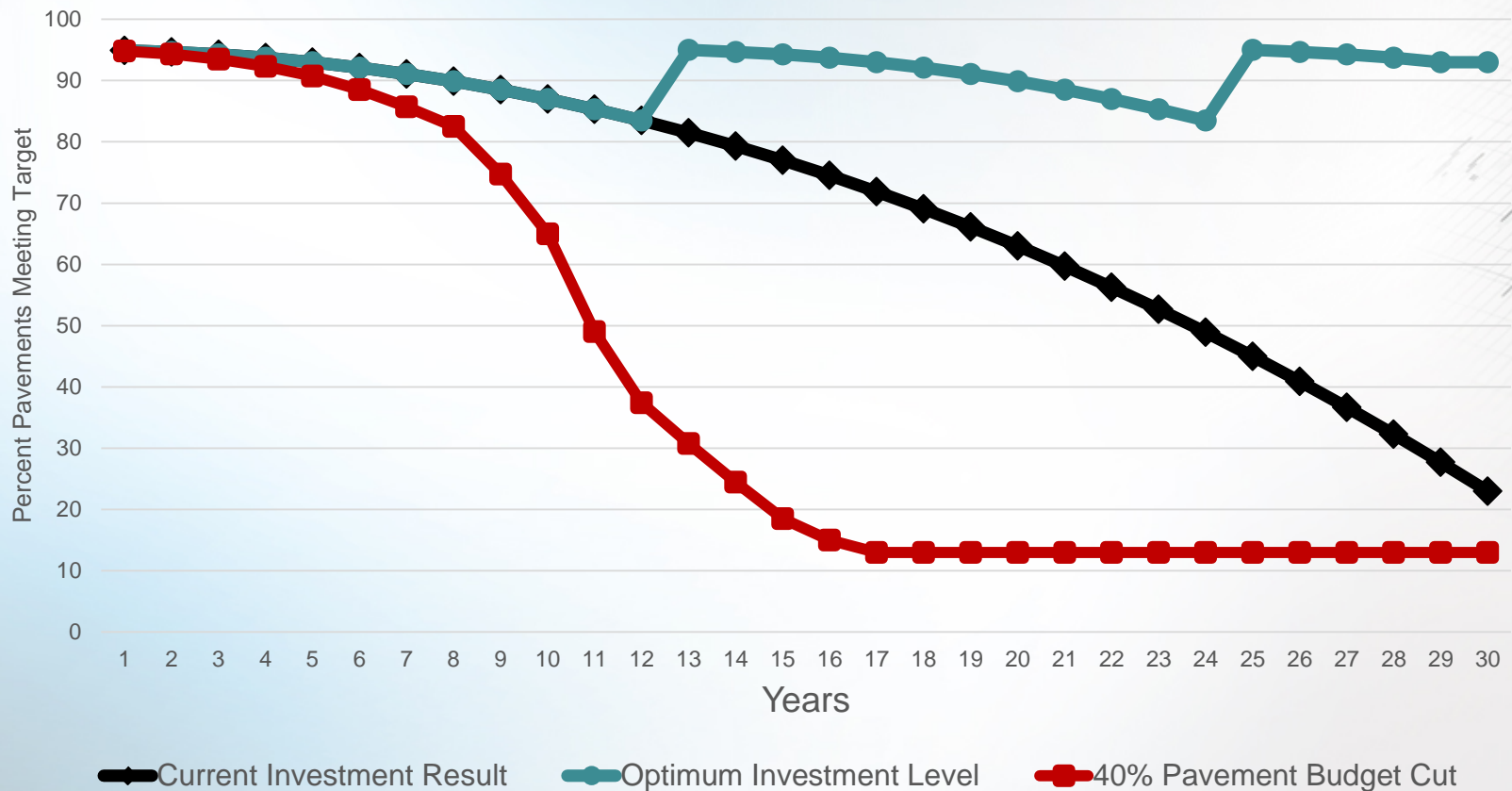
- Each 'silo' member really is part of a team that needs to coordinate
- Each team puts its piece of asset management in place
- None succeed by themselves



A Result Greater than the Parts



Forecasting Investment Results



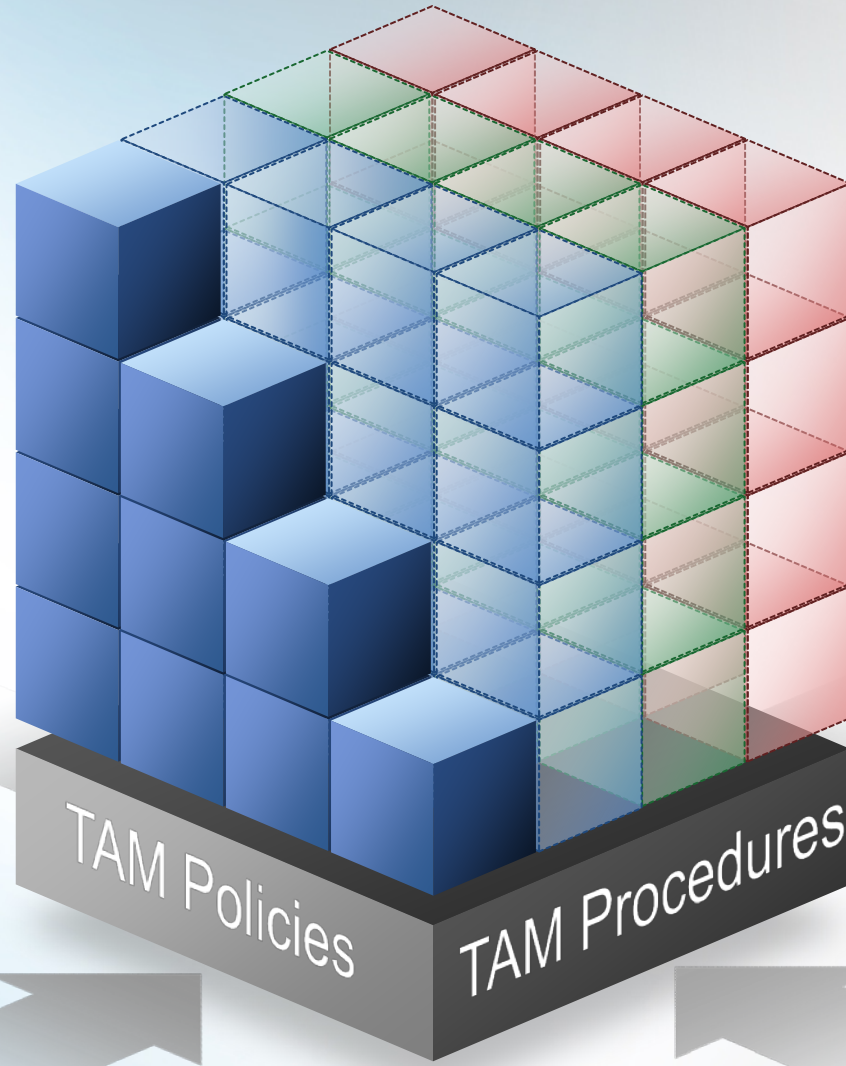
Measuring Risk, Balancing Rewards



- Risk involves balancing threats and opportunities
- Few risks equal few rewards
- Understanding risk enhances decision making

Forming a Matrixed Department

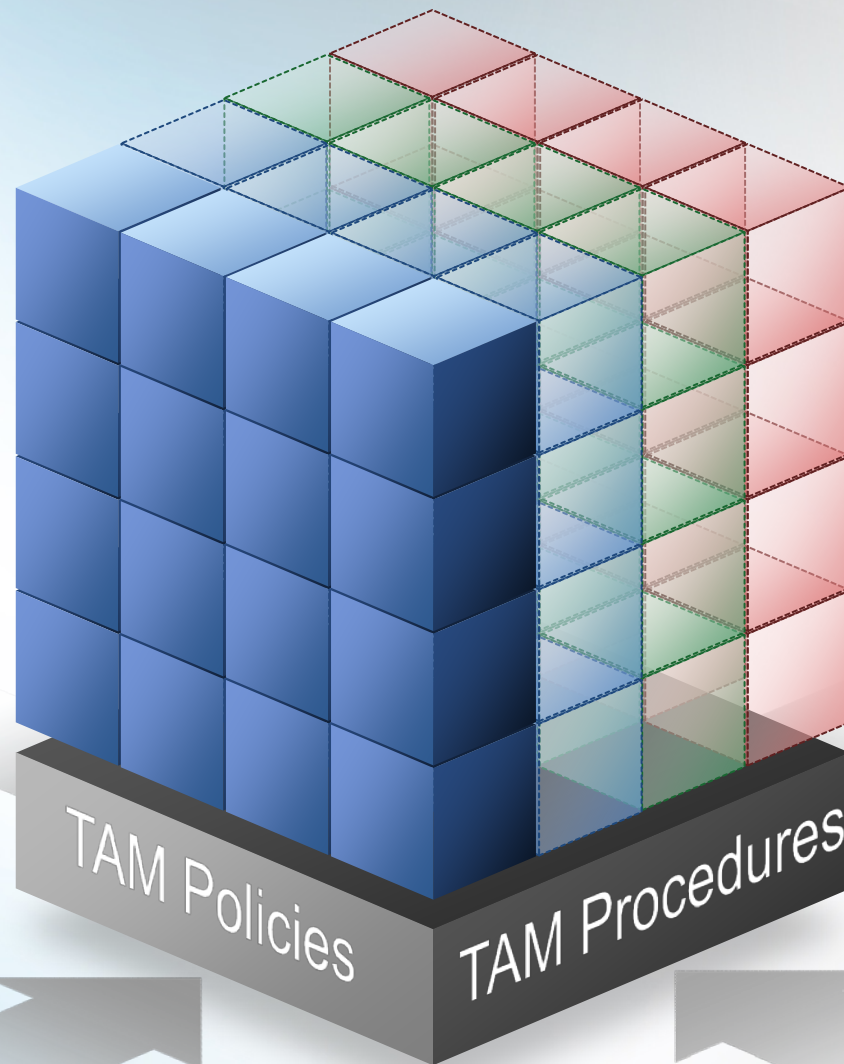




Common Policies

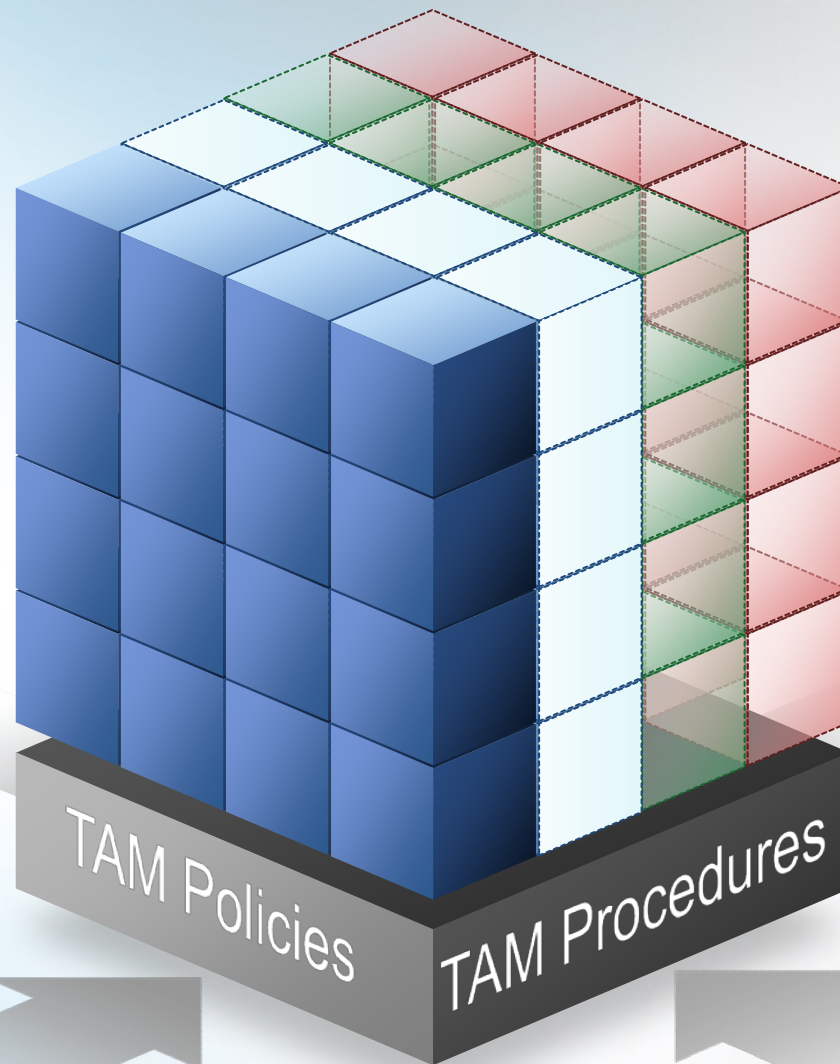
Coordinated Execution

Common
Policies



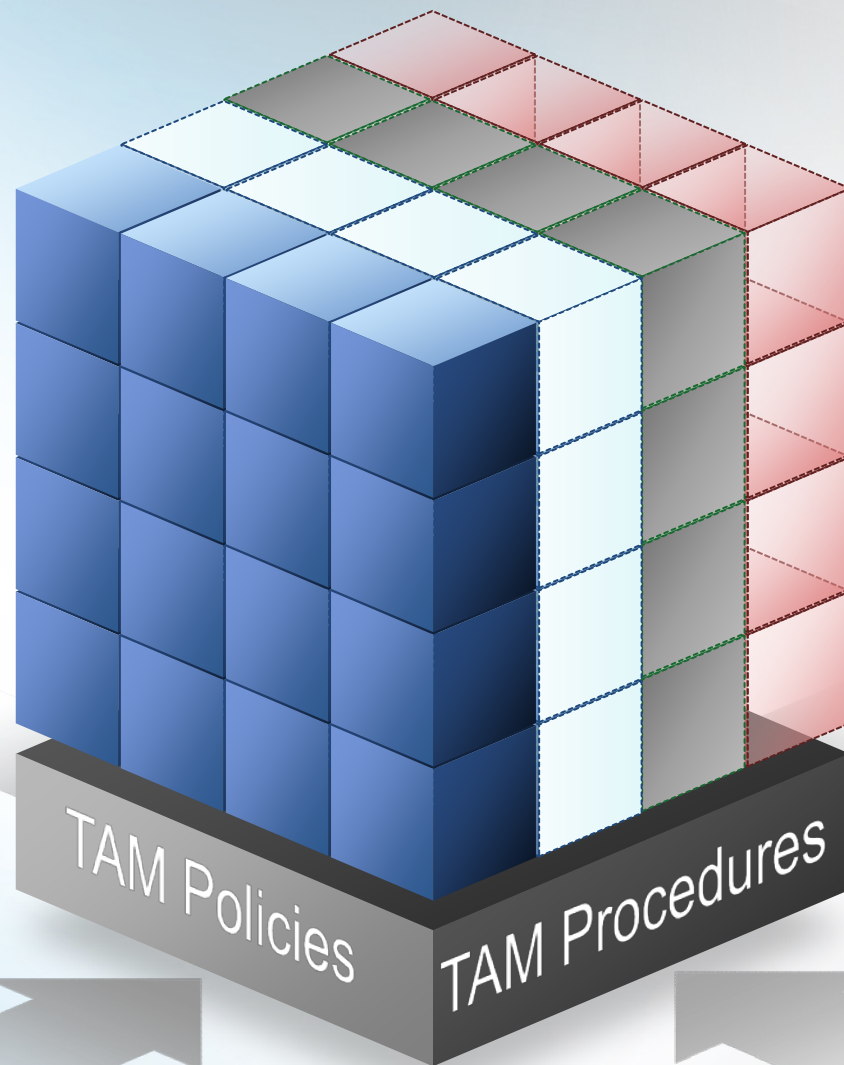
Coordinated
Execution

Common
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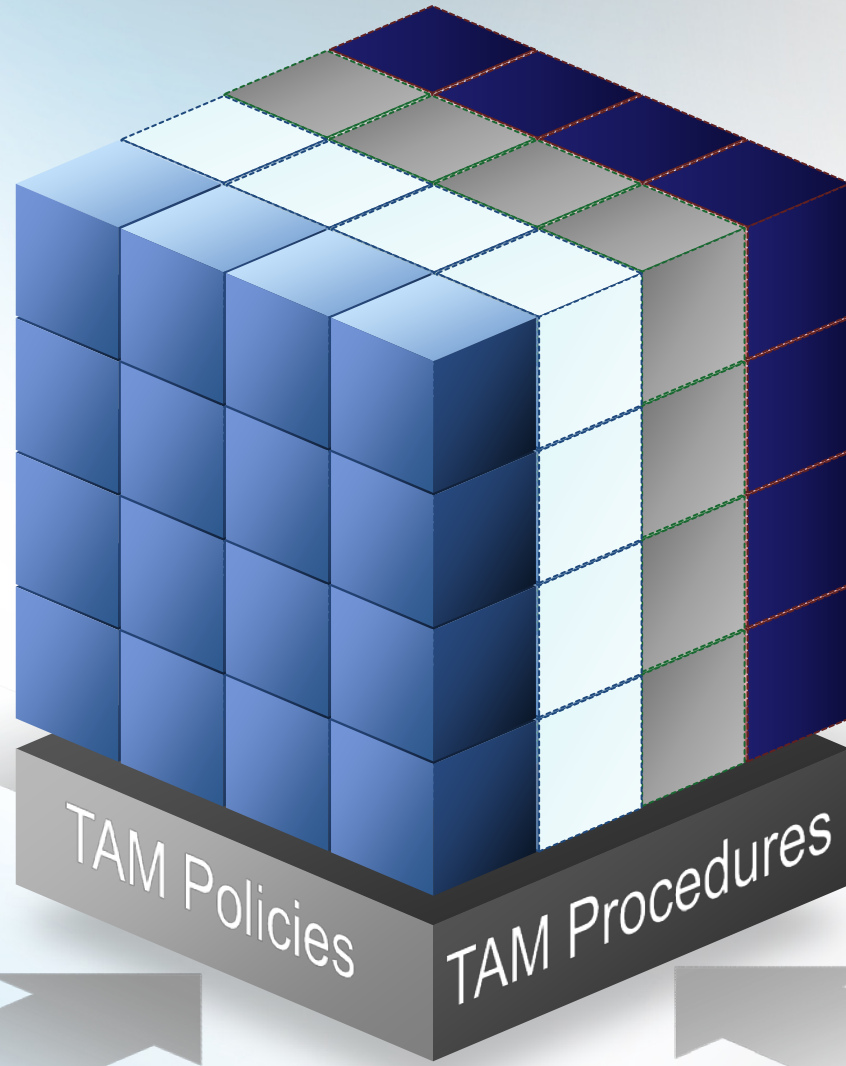


Coordinated
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Coordinated Execution

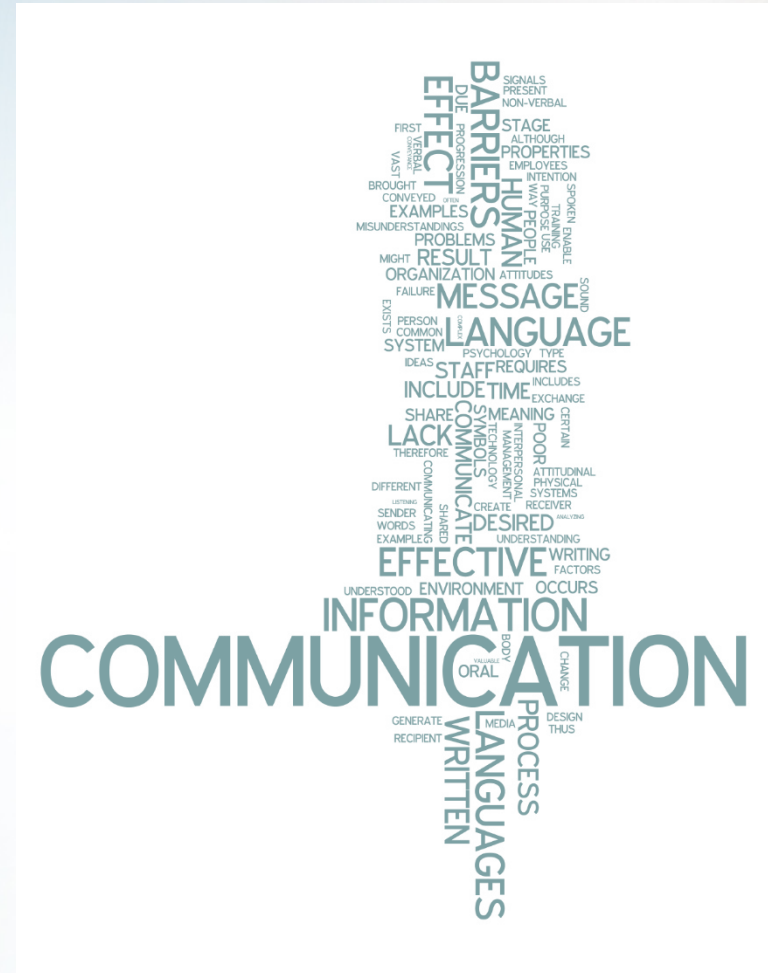
Data and Analytical Skills

- Ad hoc analysis supports individual decisions
- 'Deep dives' support curious managers
- Front-end tools simplify decision making



Communicating the Consequences

- Converting data to information is critical
- Illustrating, mapping aid understanding
- Communicating requires understanding the audiences



GIS Supports Analysis

- GIS merges communication and analysis
- It illustrates relationships and trends
- Mapping brings clarity of many questions



Stress Maintenance Basics

- Sound assets rely on sound maintenance
- Front-line crews play critical role
- Policies fail if execution fails



People: Our Greatest Assets



- Asset management success relies on;
 - Training
 - Support
 - Tools and
 - Culture



Conclusion

- Thank you
- Please visit the TAM portal at <http://www.tam-portal.com/>

