The Water Services Association of Australia (WSAA) is delighted to invite you to participate in the 'next generation' of its International Asset Management Customer Value Project (AMCV)\(^1\).

2016’s AMCV will benchmark asset management activities and focuses on international excellence, identifying leading practices, tailored learning and peer-to-peer global engagement.

"the next generation of asset management enabling business and customer value"

AMCV 2016 – ENABLING BUSINESS AND CUSTOMER VALUE

AMCV’s aim is to enable organisations to enhance business and customer value through:

» The assessment of asset and infrastructure maintenance and performance

» Improving net return from physical assets through management improvements

» Working towards sustainable, durable and resilient assets and businesses that have a customer focus

» Preparing your organisation for ISO 55001 implementation and certification

PARTICIPANTS’ BENEFITS

Participating in the project will provide you with the following benefits:

» Access to the 2012 AMIP project outcomes, learnings and changes in industry trends

» An easy-to-use and recognised benchmarking tool aligned to ISO 55001

» Understand your asset and infrastructure performance compared to your peers

» Learn from others and showcase your own leading practices toward life-cycle management, asset quality assurance and delivering customer service

Gain customised and confidential asset performance improvement recommendations

Contribute to new trends in asset management that can deliver customer value

Interactive networking opportunities with industry leaders and peers

ABOUT AMCV

AMCV has evolved through a rolling four year benchmarking and performance improvement program since its inception in 2004. Over 50 organisations from the United Kingdom, United States of America, Canada, China, Middle East, Australia and New Zealand have been involved.

AMCV’s tool is now internationally recognised and applicable to any industry and sector globally that maintains physical assets. The benchmarking tool has been updated to reflect industry expertise and practical experience. It enables organisations to identify how to deliver business and customer value by working through seven key elements:

\(^1\) previously known as “Asset Management Improvement Project” (AMIP) using the “Aquamark” tool
PARTICIPATION OPTIONS

WSAA is offering two options for participation – choose the one that suits you!

PACKAGES

Package 1 – for previous participants or those with experience in process benchmarking

» Initial training workshop
» Internationally recognised asset assessment software
» Consultant verification of performance (two days on-site working with you and going through the information and inputs)
» Access to an interactive peer-to-peer engagement and communication platform

Package 2 – offered as an option to new participants

As for Package 1 with:
» Consultants working directly with you over an intensive eight-day program to provide coaching and assistance for doing a self-assessment of your asset management practices

INCLUSIONS

» Customised utility report, as well as the industry and leading practices reports
» Senior management briefing to identify priority improvement opportunities
» Participate in leading edge workshops with your peers

KEY DATES

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<td>NOV 2015</td>
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<td>MAY-JUL 2016</td>
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REGISTER YOUR INTEREST:

You can register your organisation’s interest in participating in the 2016 project online at AMCV.wsaa.asn.au. Registration of interest is open until Thursday 21 January 2016.

Further information on the project can be obtained from the website AMCV.wsaa.asn.au or email amcv@wsaa.asn.au