

Maintenance of Transmission Network Service Company

- **Process concerned**
Ordinary and extraordinary maintenance of fixed and mobile transmission network
- **Project objectives**
To boost process performance in terms of:
 - **Faults:** capacity to take action without generating further WR
 - **Efficiency:** keeping work times within the established standards
- **Characteristic values**
 - ~1.500 people involved
 - ~1,2 million work requests (WR) handled per year

Benefits

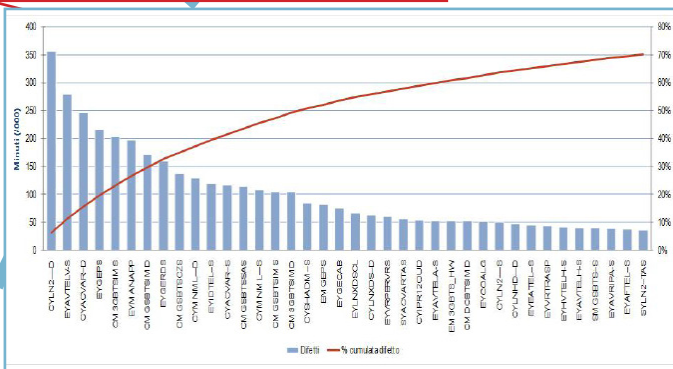
Reduction of minutes spent working on corrective WR

Improved compliance with standard times

+60%

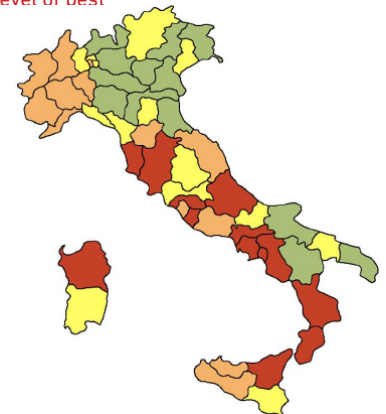
SAVINGS
10 MLN €/YEAR

Out of approx. 500 types of intervention analysed, 38 account for 70% of faults.



improvement actions identified:

- adjustments of operating modes
- re-planning of how corrective WR are assigned and prioritised in outlying Territorial Centres
- implementation at national level of best practices



Clusterizzazione per classi di merito

- Ottimo
- Buono
- Sufficiente
- Scarso

For each type of intervention, the top-performing operational units were identified.

