

Our involvement spanned three years and covered several key projects, which included the South Terminal Baggage HBS Replacement Project, the North Terminal Baggage System Replacement, the Pier 1 Baggage Factory Development and Pier 5 Phase 1 Redevelopment.

Our remit between these various projects varied greatly, and as a result, we needed to adapt the way we managed the processes for each one. From a Handover Management perspective we were responsible for monitoring the project completion, defect resolution, training requirements and delivery, documentation completion and delivery, software delivery and maintenance integration. The relationships we developed with key individuals from both the supplier and the customer were key to the success of these projects. We were able to gain customer acceptance of the systems we were involved in and ensure that the contractors delivered everything that was necessary to support and maintain the systems they had supplied.

“Malcolm’s approach to handover management is rigorous and tenacious. He gains an understanding of what needs to be delivered and then structures efficient processes and systems to achieve the right result for the client. He adapts his style to meet the situation, being collaborative and pragmatic when required but also able to demand results from others if required.”

Asset Integration Manager