

**Babcock International,
UK, Heathrow Airport and Netherlands, Schiphol Airport**



Strategic Maintenance Ltd has supported Babcock in the development of the manpower model for several tender responses for maintenance of baggage systems and auxiliary equipment.

As part of the overall tender process, we reviewed the tender documentation in order to define the maintenance requirements and associated organisation structure that would be needed to deliver the required level of maintenance as specified in the tender.

This required knowledge of existing processes and organisation structures as well as a knowledge of the maintenance requirements for the equipment forming part of the tender. In each of these cases, the team structure and the appropriate manning levels that we defined helped Babcock to be successful in the bids.

Once the contract was awarded we supported Babcock in the due diligence reviews to ensure that they were able to gather all the required information from the existing incumbents providing the maintenance service to ensure a smooth transition. In each instance, the transition went smoothly, and we continued to support them through the process while the new management structure was delivered and the staffing levels were stabilised.