ANALYSING INFRASTRUCTURE ASSET MANAGEMENT AND OUTSOURCING POLICIES: A SIX-STAGE MODEL

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Abstract

Where other approaches focus on the analysis and use of specific tools and techniques, this approach gives a holistic model to analyse infrastructure asset management and outsourcing policies. The presented six-stage model gives the asset manager a structured top-down way to describe and analyse the asset management and outsourcing policy. The research was driven by the need to objectively describe and analyse the degree of outsourcing by the Dutch road agency and has led to the development of this six-stage model for managing and outsourcing maintenance. The six-stage model has been successfully tried and tested within the Dutch road agency and validation took place by describing the past and present degree of outsourcing by the English Highways Agency. The results also include a description of the recent developments in outsourcing by Main Roads Western Australia. The benefits of applying the six-stage model are: (1) clear statements about the present state of outsourcing in each step of the model; (2) a transparent discussion about the desired future state of outsourcing and (3) identification of room for improvement in aligning the steps of the model and (4) a simple means of communication for explaining the maintenance and outsourcing policy.

Key Words: asset management, maintenance, infrastructure, roads, highways, outsourcing, policy, governance, performance management