

MEMORANDUM

TO: Asset Management Team **FROM:** Anya Sharma, Director of Operations **DATE:** October 26, 2023 **SUBJECT:** Urgent Need for Asset Performance Metrics

Team,

As we plan for the next fiscal year, it's clear we're at a critical juncture. Our infrastructure is aging, and we're seeing the consequences in our operations and budget. Over the last 24 months, we've experienced a 30% increase in emergency water main breaks, leading to significant service disruptions and a spike in overtime for our maintenance crews.

Our current approach is almost entirely reactive. We fix things as they break, which is not sustainable. The board is demanding better budget predictability and a clear reduction in service interruptions for our customers.

My primary objectives are twofold: 1. Improve the reliability of our water distribution network. 2. Gain control over our spiraling maintenance costs.

To do this, we need to shift from a reactive to a proactive maintenance culture. I need your help. I am tasking the Asset Management team with developing a core set of Key Performance Indicators (KPIs) that will allow us to track our progress toward these objectives. We need to see if our interventions are working. Please prepare a proposal with 3-4 well-defined KPIs for my review.