



O&M & Facilities Management

Client
BAA

Location
Indianapolis, IN, USA

International Airport Aircraft Facilities Management

Project Highlights

- \$3M in overall savings in first two years
- Enhanced client revenue projections by accelerated space/equipment activations
- Significantly increased tenant production cycle times

Project Description

BAA is an international airport management enterprise that owns and operates airports around the world, including the world's busiest international airport, Heathrow in London.

At its aircraft maintenance facility in Indianapolis, BAA contracts with CH2M HILL IDC to provide operations and maintenance (7x24x365) for 1.7 million square feet of facilities for multiple tenants. These facilities include offices, common space, cafeteria, distribution warehouse, commercial aircraft hangars, machine shops, and central utility plant.

CH2M HILL IDC scope includes predictive, preventive, and corrective maintenance; service calls; project upgrades; engineering; operations; and ground equipment support.

CH2M HILL IDC successfully implemented a more efficient model based upon our experience, and supported by industry benchmarks and best practices within the required transition schedule. Corporate work teams supported the field operations staff in hiring, training and acclimating an entirely revamped work crew. Reliability centered maintenance (RCM) principles were applied as work schedules were adjusted, processes were introduced and performance incentives and measurements were developed to improve program performance.

Benefits

- Management of complex, fully automated parts delivery system
- Availability of additional resources to support clients' ongoing facility needs
- Established Call Center to enhance ongoing operations
- Subcontract management
- Centralized logistics team
- Solution provider for ongoing projects