

SYNOPSIS

“A Developed Nation: Earning the Reality”

KC Leong *Head, EAROPH-APIGAM; Honorary President of EAROPH International.*

A developed nation cares greatly about its citizens' quality of life. In doing so it ensures there are reliable and cost-effective urban and rural services from all sectors; but this can only come as a result of optimal asset performance of the nation's infrastructure, buildings and facilities. The 9th Malaysia Plan emphasizes improvement of the citizens' quality of life and also states the need for Asset Management. This commitment will require serious changes in our laissez-faire attitude to our assets.

This keynote paper discusses the need to embrace total and systemic processes in Planning, Building, Maintaining and Managing our Assets. We need Systemic Asset Management to ensure earning Developed Nation Status by 2020.

"Systemic Asset Management Policy is Imperative to Achieving Urban Sustainability"

Dr. Penny Burns *Chair, Virtual Asset Management Community Association; Editor, "Strategic Asset Management"; Managing Director, AMQ International; Chair, Advisory Panel, University of South Australia, Post Graduate Programme, Facilities and Asset Management. Tel: +61-8-8281-5795 Mobile: +61-402-319-611 info@amqi.com*

Mobilizing both sectors in a country to adopt the principles and processes of Systemic Asset Management (SAM) requires strong political will, as well as understanding and collaborative support from government agencies, the corporate sector and the community at large. Both the public sectors and the communities in Australia and New Zealand have benefited enormously from SAM under their public policies.

Dr. Burns has helped many agencies responsible for infrastructure to adopt SAM and optimise their asset performance since the early 1990s. She has helped governments of both countries to set up policies and guidelines for AM implementation. As an economist, she has brought AM to State Treasuries which are now making it mandatory for agencies to follow the AM principles and processes in their asset performance reporting and budget requests before applications can be approved. This government control and management procedure has brought a quantum leap to the performance of all agencies.

Recently she has worked extensively in housing asset management, as well as in other building related areas and in health. She is currently working with the NZ National AM Steering (NAMS) group to prepare a Property Asset Management Manual that will become a companion to the International Infrastructure Management Manual that is now used globally.

Dr. Burns' presentation will enlighten the officials of Malaysian governments at all levels, as well as pass on important knowledge to academics, members of civil society, economists, consultants, housing developers, NGOs and community leaders.

“Queensland under a strong Industry Policy is Achieving Urban Sustainability through sound Asset Management”

Tan Teng-Hee, *A/Director, Building Policy Unit, Department of Public Works, Queensland.*
Tel: 61-7-3224-5077, Email: TengHee.TAN@publicworks.qld.gov.au

The State of Queensland, Australia, is enjoying good economic growth under a strong building policy. Yet the growth is balanced with social equity and environmental quality. As a Malaysian who migrated to Australia, he has extensive working knowledge of Malaysia and other countries in the region. His personal passion is to use his knowledge and experience to benefit countries in the ASEAN region.

Mr. Tan's paper illustrates how a sound Asset Management Policy within the building policy framework is maintaining excellent Urban Sustainability. Under this policy, industrialists, manufacturers, entrepreneurs, infrastructure and building developers, professionals, contractors and the community are able to play their vital roles in building a vibrant economy in a sustainable way.

“Using Strategic Asset Management to Strengthen Queensland's Water Industry”

Aneurin Hughes *Advisor to Queensland and State Regulator on Strategic Asset Management.*
Since 1996 has been involved in asset management and development of total/strategic management plans for Queensland's Water, Wastewater and Stormwater Infrastructure.
Office Tel: +61-7-3369-9822 Email: aneurin.hughes@cardno.com.au

The State of Queensland is blessed with a rich variety of natural landforms, wetlands, waterways, coastlines and coral reefs which require wise protection and management. The State's precious source-waters are well managed to cater for a wide range of community needs. The holistic and systemic management strategies for the State's Water, Wastewater and Stormwater Infrastructure through Asset Management are exemplary.

Mr. Hughes, with his 30 years of professional experience, will illustrate how Queensland under its State Policy has developed a sustainable Water Industry through Total and Strategic Asset Management. Malaysia has a large Water Industry and has involved the corporate sector in Water and Wastewater Infrastructure services delivery. The key players in both the public and private sectors, for example, related public agencies, Federal and local governments, water and sanitation commercial organisations, manufacturers, consultants, environmental engineers and environment-related NGOs will enjoy Mr. Hughes' presentation.

“Systemic Asset Maintenance and Planning – Good for Business, Good for Government and Good for the Community”

Jeff Roorda, *JRA Associates, Sydney*. Mr. Roorda has extensive experience in AM, and a good reputation for enabling AM changes to be made at the grass roots level and in government policy.
Mobile: +61 404 478 421 Email: jrajra@bigpond.com.au

From his wide professional experience in and outside Australia, Mr. Jeff Roorda is aware that Malaysia is a model for rapid urbanisation. The 2000 Census reported the urban population had increased to 62.0%. This need for global housing presents both a challenge and an opportunity for Malaysia to demonstrate leadership in asset management. He noted that approximately one million dwellings have been built during the five years of the Seventh Malaysia plan.

Infrastructure Assets provide the essential support systems for this rapid development. Roads, Railways, Airports and Shipping Terminals provide transport services. Stormwater systems protect properties and roads from flooding and control water runoff. Park and landscape assets provide recreation services and enhance and protect the built and natural environment. Water and Wastewater Systems are necessary to maintain public health in increasingly urbanised societies. Energy and Communications Networks ensure business and commerce can function in global markets and are increasingly perceived as essential for urban living.

Mr. Roorda will share his expertise and experience with respect to some of the benefits of strategic asset management at each phase of the growth cycle. He will also present some examples of what can go wrong if SAM is ignored. Government officials, local councillors, infrastructure agencies, infrastructure developers, consultants, township and housing developers, contractors, industrialists, entrepreneurs, academics, urban planners and researchers, environmentalists, community leaders will enjoy Mr Roorda’s enlightenment.

“Managing Malaysia’s intensive Infrastructure Development through SAM — Safeguarding its Fragile Environment”

Dr. Lee Jin *Past Secretary General & current Hon. Treasurer of Environmental Management & Research Association of Malaysia (ENSEARCH). He is a Water Resources & Environmental Information Management Consultant. He has a degree in civil engineering, a Masters in water resources engineering, a Doctorate in Hydrology. Dr. Lee worked as a research fellow in Japan’s Public Works Research Institute and as a senior lecturer at the Nanyang Technological University before taking his current professional practice in Kuala Lumpur.*

Malaysia is enjoying continuing economic growth and high urbanization. It is backed by intensive infrastructure and urban developments across the whole country. The

country's relatively small landmasses separated by the South China Sea are blessed with reasonable natural resources. Rapid urban development programmes are, however, fast changing the country's landform, waterways, coastlines and wetlands and flattening its mountain ranges, limestone outcrops and forests, as well as affecting its source-waters and climate.

Through his expertise and experience, Dr. Lee is wisely warning us to strike a cybernetic balance before we destroy our fragile environment. Using the science and technology of Systemic Asset Management, he illustrates how infrastructure development can be carried out to maintain Urban Sustainability—not just for the environment per se, but also in relation to social equity and economic prosperity. Dr. Lee is keen to share his knowledge with infrastructure agencies, infrastructure organisations in commerce and industry, academics, infrastructure research and development organisations, professionals and consultants, infrastructure developers and contractors, environmentalists, and NGOs.

“Strengthening the Sustainable Kuantan Initiative (SKI) through SAM”

Mr. Bishan Singh *President of Sustainable Development Network (SUSDEN) of Malaysia and Executive Director of Institute for Social Change (MINSOC). He was the President of the Federation of Malaysian Consumers Association (FOMCA) for 8 years, and later joined UNDP and FAO to undertake regional work in the Asia Pacific region.*

The much publicised Sustainable Kuantan Initiative (SKI) was an initiative of the people in local governance for the promotion of sustainable development. It was a successful pilot project of SUSDEN Malaysia. As SKI evolves in the urban context, it is becoming apparent that Urban Sustainability depends on reliable, appropriate and affordable Assets to provide optimal Public Services.

Using his living SKI Project, Mr Bishan Singh will show us how and why any form of Public Private Partnership (PPP) programme must select Holistic and Systemic Asset Management to deal with multiple urban issues — social, economic and environmental — in order to achieve Urban Sustainability and yield Good Governance. Non-government organisations (NGOs), community-based organisations (CBOs), community leaders, local councillors and officers, and local government executives and officers will be enlightened by Mr. Singh's presentation.

“The Governing and the Governed jointly need a Systems Approach to Achieve Good Governance and Improve the Community’s Quality of Life”

Dr. Graeme B. Frecker *Past President of Australian Local Government Association, Past Director of Australian Road Research Board, Past City Mayor & Community Leader, a Civil Engineer and an Academic. As a retired government executive, he has enormous working experience from his posts as Heads of a number of State Commissions and major Agencies.*

Tel: +61-3-9560-4849, Email: gbfrecker@hotmail.com

Involving the stakeholders and citizen participation is a nice catch phrase. The objectives of such involvement are clear and of immense value to Good Governance. There is no doubt that such an implementation process is essential to achieving Urban Sustainability, especially at the local level. This however is more easily said than done. From his impressive experience in both sectors, Dr. Frecker will tell us that both the Governing and the Governed need appropriate capacity building in Systemic Asset Management in order for them to work in close collaboration in a constructive manner.

He will tell us that all civil servants, politicians, local councillors and community leaders have specific expertise in their own respective fields, but to work together to achieve Urban Sustainability and improve the Quality of Life entails a totally different framework of skills and knowledge. Thus, unless they are given such a framework, their good intentions of working together will only end in frustration and/or mistrust. Local government officials, local councillors, officers of public agencies, community leaders, the civil society, academics, professionals and consultants will enjoy Dr. Frecker’s presentation.

“The New Zealand experience: Parks, Gardens and Wetlands are more than Beautification Objects which can Turn into Liabilities”

Kathy Dever-Tod *Parks and Property Manager for the Palmerston North City Council, and a Council Member of NZ’s National Asset Management Steering (NAMS) Group. Email: kathy.dever-tod@pncc.govt.nz*

Public parks, gardens and wetlands including tree planting in the cities are more than just features for urban beautifications. They play the essential roles of air cleansing and removal of pollutants, supporting the urban ecology and biodiversity, bringing in birds and wild life to sustain a vibrant living web and helping to balance the urban climate conditions. They re-create and regenerate our source-waters, maintaining a healthy biological process in the wetlands to treat stormwater and urban sewerage effluent discharge, etc. We can achieve this only when the parks, gardens and wetlands are well maintained and managed with comprehensively defined asset objectives and performance criteria set. Ms Kathy Dever-Tod has interesting track records in managing parks, gardens and wetlands in New Zealand and is one of the key practitioners of Systemic Asset Management, successfully achieving ‘Green’ objectives to the benefit of both human settlements and the community. Parks and Gardens agencies, related asset managers, consultants, architects and landscape architects, landscape contractors, large

housing and tourist resort developers, horticulturalists, environmentalists, urban climatologists, civil society's NGOs and CBOs, community leaders, local councillors, local and Federal government executives and officers will enjoy Ms. Tod's presentation.

“Community’s Bigger Picture of the Urban Environment”

Datin Sushila Vethavanam McCoy *Exco Member of Environmental Protection Society Malaysia (EPSM).*

As the community becomes more informed, they are concerned not only with the Brown Agenda that deals with local pollution, but also with the Green Agenda that affects the whole country's environmental quality. They begin to question public plans and frameworks for achieving Urban Sustainability in the long-term, and are interested in how the well-being of our Urban Living Web is shaping up to care for our children and their children. Community leaders are also becoming aware that the urban environment depends on reliable and sustainable infrastructure assets and services that result in holistic and systemic benefits. Community leaders, such as our dynamic Datin Sushila McCoy, now want the adoption of Systemic Asset Management not only in the public sector, but the private sector as well.

Politicians, governments officials, infrastructure agency officers, local councillors, environmentalists, developers, consultants, contractors, NGOs and neighbourhood watch groups, will all want to listen to her and support her positive and constructive intervention.

“Performance-Based Management of Properties and Facilities through the Innovative Use of Technology”

Mr Stephen Ho *Vice President & Director (New Technologies), Surbana Technologies Pte Ltd*

Assoc Prof Lee Siew Eang *Senior Consultant, Surbana Technologies Pte Ltd and Director, Centre for Total Building Performance, National University of Singapore*

This paper presents a case study of how technology is effectively being used to holistically manage and maintain 26 townships, comprising over 8500 industrial, commercial and residential (comprising 1 million apartment units) buildings as well as 18 000 lifts in Singapore since 1980.

Technologies featured include real time intelligent monitoring, predictive maintenance, mobile workforce deployment and tracking, as well as customised management and budget reporting. Through the optimal use of such technologies, a very high level of operating efficiencies and low cost of maintenance were achieved, leading to highly satisfied tenants and enhanced property value.