

O&M: can you measure your performance?

“If you can’t measure it, you can’t improve it” is one of the mantras of WiseEnergy Technical, our data-driven department. As far as O&M is concerned, we have combined the daily experience in managing tasks and schedules with a more systematic approach to monitor, on monthly basis, the performance of every single supplier that we deal with for our customers. Our target is to monitor, control and assure to our customers are delivered high-quality O&M services.

Starting with a detailed survey completed by every Technical Manager, we have integrated an Analytic Hierarchy Process ([AHP](#)), a well-recognized suppliers selection methodology, to quantitatively define the criteria in O&M selection. Based on those criteria, every O&M is scored monthly with a verified and objective evaluation. This standardized methodology has helped us to blacklist suppliers and scrutinise the O&M invited to recent tenders.

And you? What is your methodology to measure your O&M efficiency?

WiseEnergy can measure your O&M’s performances giving you a real value-added service.