

# ROAD OPERATION AND MAINTENANCE OPENING ASSISTANCE



**Dates and duration to be agreed**



**Location to be agreed**

Contact us for a customised quote



## OBJECTIVES

- Understand the missions of a Road Operator
- Understand the Service Level Agreement
- Master the principles of organisation
- Understand how to control the operational risks



## THE + OF YOUR TRAINING

- - The programme is tailored according to the features of your project (tunnel, toll, ...)
- If required, you will be hosted by the O&M company that matches best your needs.



## CONCERNED AUDIENCE

Managers and General Managers of Road O&M companies



## GOOD TO KNOW

- Egis is a global player in Road O&M, with more than 2400 km in operations in 16 countries.
- Example of a 5 days programme



## PEDAGOGICAL PROGRAMME

### Module 1

#### Operating principles

- Main missions
- Type of organisations
- Support functions
- Road availability - challenges and principles
- Maintenance and asset management - challenges and principles
- Tolling - challenges and principles



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### Module 2

#### Steps of the opening

- Pre-op phase: staff, equipment, documentation
- First weeks of opening: monitor, check, adapt
- Transition phase: follow-up of reservations, follow-up of warranties, procedure optimisation



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### Module 3

#### Routine operation

- Skills assessment and development
- Stakeholders management, public relations management (authorities, concessionaire, rescue teams, sub-contractors, etc.)
- Reporting: KPI, monitoring of the Service Level Agreement (SLA)
- Technical visit of O&M: toll plaza, control room, depot, etc.



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### Module 4

#### Risk management and cost control

- Assessment of contractual and operational risks
- Key issues with stakeholders - crisis management
- Understand the costs structure and how to budget



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**Prerequisites :** Have held or currently hold a position related to the training theme