

Under the patronage of **HRH Prince Khalid Al-Faisal**
Advisor to the Custodian of the Two Holy Mosques & Governor of Makkah Region



المؤتمر الدولي الثاني والعشرون لإدارة الأصول والمرافق والصيانة
The 22nd International Asset, Facility & Maintenance
Management Conference

Digitization - Excellence - Sustainability

ENHANCING INFRASTRUCTURE ASSET MANAGEMENT THROUGH STAKEHOLDER DYNAMICS AND COLLABORATION

Eng. Kingkof Kofi Opoku-Ohemeng

26-28 January 2025

The Ritz-Carlton Jeddah, Kingdom of Saudi Arabia

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**KEY
OBJECTIVES OF
THE WORKSHOP**

**Role of Stakeholder
Engagement**

Understanding the role of
Stakeholder Engagement in
asset management

case studies Examine
case studies showcasing
collaboration and resilience in
mega infrastructure projects

**Tools and
Techniques**

Explore tools and techniques
to resolve competing priorities

Digitization
Learn how digitization
enhances communication and
operational efficiency

INTRODUCTION TO STAKEHOLDER DYNAMICS IN ASSET MANAGEMENT AND WHY COLLABORATION IS KEY



Infrastructure Asset Management Landscape

- Rapid evolution driven by the complexity of urbanization, sustainability, and digital transformation
- Increased reliance on **interdisciplinary collaboration** to address infrastructure challenges, balance priorities, and ensure resilience and sustainability



Role of Stakeholders in Asset Management Success

- Stakeholders include government entities, private developers, local communities, and regulatory bodies
- Aligning interests and fostering communication among stakeholders is critical to project success
- Effective stakeholder engagement minimizes risks, ensures accountability, and promotes innovation



Workshop Focus

- **Tools and Frameworks:** Practical methodologies for aligning stakeholder priorities and resolving conflicts
- **Digital Enablement:** Leveraging digitization to enhance transparency and improved communication
- **Standardization:** Aligning with global standards for consistency and best practices

ADDRESSING KEY CHALLENGES IN STAKEHOLDER COLLABORATION

01



Challenge: Misalignment of Stakeholder Priorities

Solution: Implement structured engagement framework and collaborative decision-making tools

Challenge: Poor Communication and Transparency

Solution: Leverage digital tools methodologies for real-time collaboration



02.



Challenge: Limited Operational Efficiency and Resilience

Solution: Implement structured engagement framework and collaborative decision-making tools

03



LIVE POLL – Q & A SESSION

What's The Biggest Challenge You've Faced In Aligning Stakeholder's Priorities?

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Challenge 1

Misalignment of Stakeholder Priorities



What is the biggest reason for misaligned stakeholder priorities in your projects?



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Misalignment of Stakeholder Priorities

Differing organizational goals

0%

Lack of communication

0%

Conflicting timelines

0%

Budgetary constraints

0%

Challenge 2

Poor Communication and Transparency



Which digital tool has had the greatest impact on improving communication in your projects?



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☑ Active poll

0 👤

Poor Communication and Transparency

Video conferencing tools (e.g., Zoom, Teams)

0%

Project management software (e.g., Microsoft Project, Procore, Asana, Jira)

0%

Real-time collaboration tools (e.g., Miro, Slack)

0%

Email and shared drives (e.g., Google Drive, SharePoint)

0%

Challenge 3

Limited Operational Efficiency and Resilience



What is the most common obstacle to achieving operational efficiency in your projects



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Limited Operational Efficiency and Resilience

Limited access to technology

0%

Budgetary constraints

0%

Resistance to change

0%

Insufficient training

0%

CASE STUDIES: Real-World Applications of Stakeholder Collaboration

01



Portsmouth Highways Management PFI Contract (UK)

Efficient city-wide highway maintenance through stakeholder collaboration and innovative asset management practices

02

Recovery and Reconstruction Loan (RRL) Projects (BVI)

Restoring resilient water systems and networks with smart metering technology to ensure efficient resource management and disaster readiness



Key Insight Across both Projects

Highlights how **collaboration**, **Innovation** and **modern asset management** can transform urban infrastructure to be **sustainable**, **efficiently** and **resilience**.

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CASE STUDY 1

What would you
prioritize if you were
leading the
Portsmouth PFI?

CASE STUDY 2

How would you
approach stakeholder
engagement in the
BVI project?

YOUR PROJECT

Think about a project
you've worked on. What
was one challenge you
faced with stakeholder
collaboration, and how
did you address it? Let's
hear your thoughts?

YOUR TURN!

ALIGNING STAKEHOLDER STRATEGIES WITH STANDARDS



ISO 55001 Principles

- Systematic stakeholder engagement
- Risk-based decision-making
- Lifecycle-based asset management



IAM Anatomy

- A global framework for enhancing **competence** and **leadership** in asset management



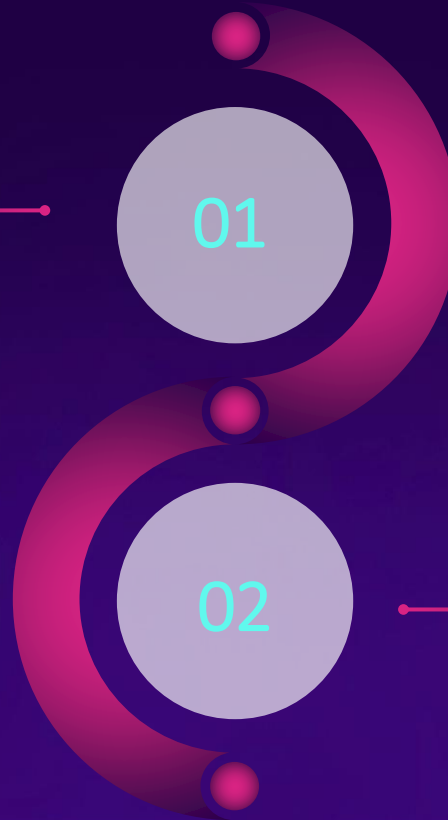
BENEFITS

- Enhance governance, communication and alignment across diverse stakeholders.
- Consistent adherence to international best practices for operational excellence.

GROUP TASK: SCENARIO-BASED DISCUSSION

Objective

How can ISO 55001 principles and IAM Anatomy be effectively applied to align stakeholder strategies and overcome conflicting priorities in multi-stakeholder projects?



Scenario

Imagine you are leading a multi-stakeholder project to modernize urban water infrastructure. The project involves government regulators, private contractors, local communities, and NGOs. **One major issue arises:** conflicting priorities regarding timelines and sustainability goals.



CALL FOR ACTION:



**Based on what we've
discussed today, outline
one action you will take
to improve collaboration
in your projects?**

CALL FOR ACTION



Audience Response

QR code



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THANK YOU!

I Look Forward To Collaborating With You Beyond Here

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