



## Miquest - Saving time and money for Dorset Fire & Rescue Service

**WITH OVER 21500 CRITICAL ASSETS to track across a fleet of 49 fire appliances and 26 fire stations, Dorset Fire & Rescue Service trusts Miquest to help manage the maintenance and testing of all their fleet and equipment, including fire appliances and PPE.**

In 2010, statutory regulation and stringent compliance processes meant that Dorset Fire and Rescue Service was under pressure to find a maintenance management system that could facilitate the critical testing of assets whilst helping to control equipment and inventory costs.

Chris Dart, the Services' Asset Information Officer who was involved in the selection process, explains:

*"Now we use Miquest to track all assets from cradle to grave via work orders, which are triggered by planned maintenance events with pre-determined expected completion dates. The Asset Department can define who sees and acts upon the work order and sends a Work Order Request to whoever is responsible. They then record resource time, stock used, parts and ad hoc costs, along with work undertaken and calibration readings when required - via the easy to use Miquest interface."*

### Traceable Statutory Inspections - on the move

To ensure the Dorset Fire & Rescue Service has full visibility and traceability of maintenance operations, Service Technicians record any defects and statutory inspections either via a web page or mobile device, recording information such as the time it takes to perform the task and any parts used.

All of the Services' appliances are fitted with an on board mobile device (Motorola MC65) that runs the CMMS software, and the Technicians are saving time by using 2D bar codes to input data. They are currently investigating RFID's to make further use of the time-saving technologies that Miquest supports.

### Time-saving Station Tests and Inventory Checks

Miquest enables full online and offline remote working, so that Station Staff can record their station tests via a mobile device as well as performing inventory checks on their appliances. After use, checks are performed on their devices at the fireground and synchronised on return to the station. Chris Dart explains:

*"The ability to record After Use checks on the fireground has resulted in less testing required to be performed back on station. This has led to significant savings in the time spent by station staff undertaking such tests. This has freed up staff to undertake more valuable work such as training."*





Supplies are also ordered via a Miquest web page and controlled by the Supplies Manager. Any Personal Protective Equipment (PPE) that is in laundry is monitored via a mobile device and controlled by the Supplies Team, along with any helmet defects. The PPE register is in the process of being migrated to Miquest following which Station Staff will record their statutory six monthly tests via their mobile device.

### Driving significant savings

The Assets Department uses Miquest to control all work that flows through the department. Asset administration is managed by Workshop staff who have a client/contractor relationship with head office staff (i.e. Fleet and Equipment Management). This has enabled the department to reassign three full time and one part time staff, resulting in just one part time database administrator required to manage the system.

### Accurate reporting against KPIs

The Assets Department uses Miquest to track all Key Performance Indicators which in turn are reported to Senior Management. Station Staff are informed of performance through system generated reports and real-time dynamic dashboards via MiDisplay.

Since using Miquest the Service has reported that the cost of lost equipment has fallen to just £500 a year due to regular inventories being performed by Station Staff.

### The road ahead

The implementation of Miquest has been so successful that Dorset Fire & Rescue Service has since extended the use of the system to include a more flexible, mobile way of working:

*"We have just moved to using tablets to record the work undertaken by our Equipment Technicians. This has enabled us to embrace mobile working for these staff so they can fully capture the work they perform out on our stations. This has resulted in less paperwork and a more flexible workforce."*

CHRIS DART, ASSET INFORMATION OFFICER, DORSET FIRE & RESCUE SERVICE

Since the implementation, the Miquest product range has been acquired by Idhammar Systems, leading European provider of CMMS and OEE systems. Idhammar System's commitment to the ongoing development and support of Miquest has assured Dorset Fire & Rescue Service that they are in safe hands.



“

*Since using Miquest our lost equipment has fallen to just £500 a year due in the main to regular inventories being performed by Station Staff.*

”

CHRIS DART,  
ASSET INFORMATION OFFICER,  
DORSET FIRE & RESCUE SERVICE



Powered by:

