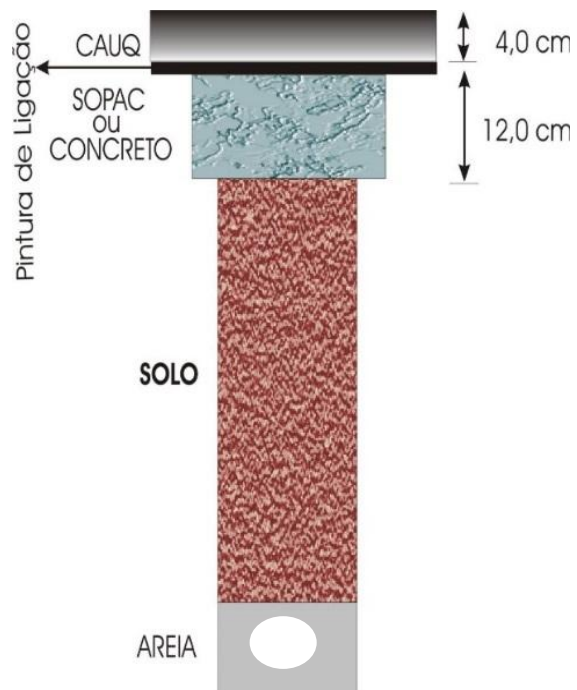


Gestão da Manutenção Asfáltica na Cidade de São Paulo

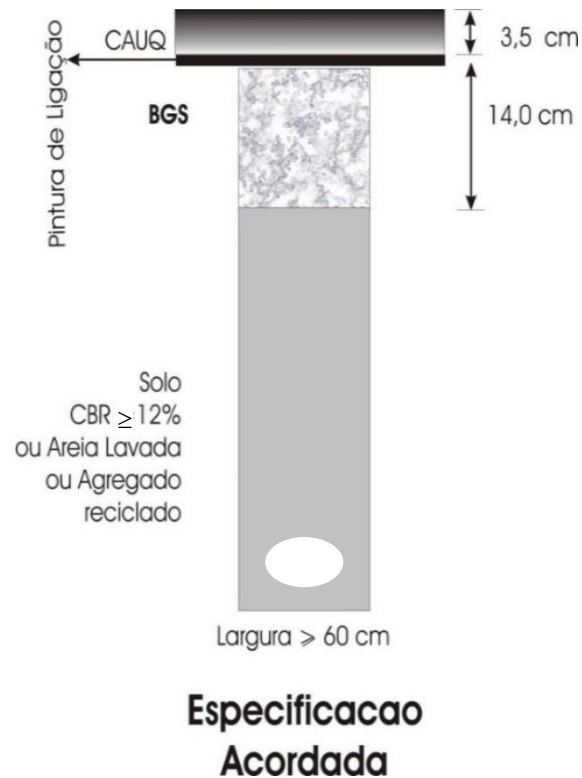
INTERFERÊNCIAS NAS VIAS E RECOMPOSIÇÃO - SABESP



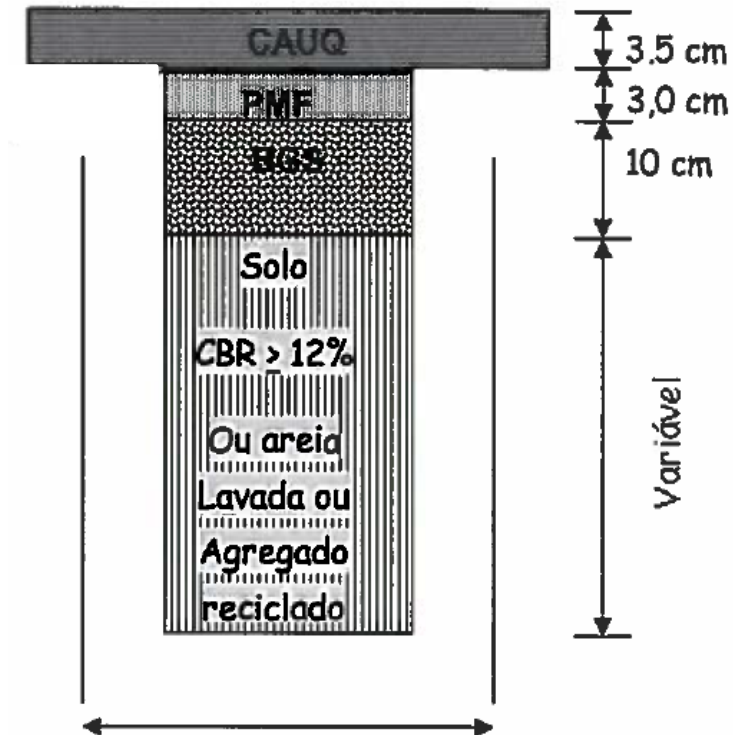
Padrão adotado
até 2005



Padrão adotado a
partir de 2005



Padrão adotado a
partir de 2009



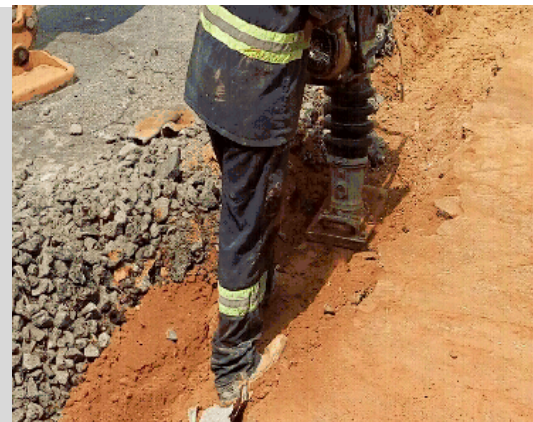
Sinalização



Envoltória de Areia



Solo Compactado



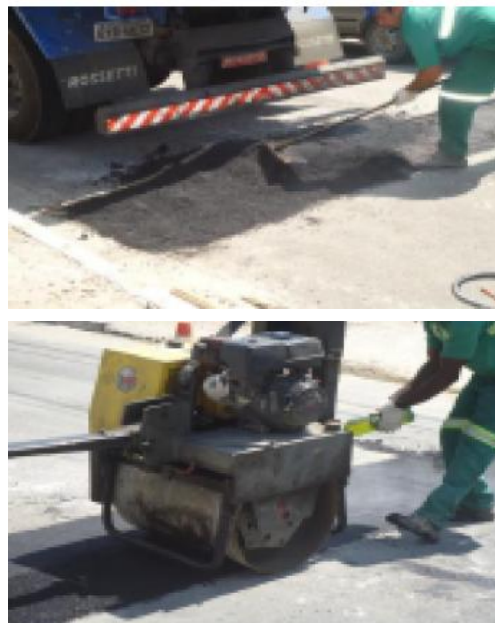
BGS (Brita Graduada)



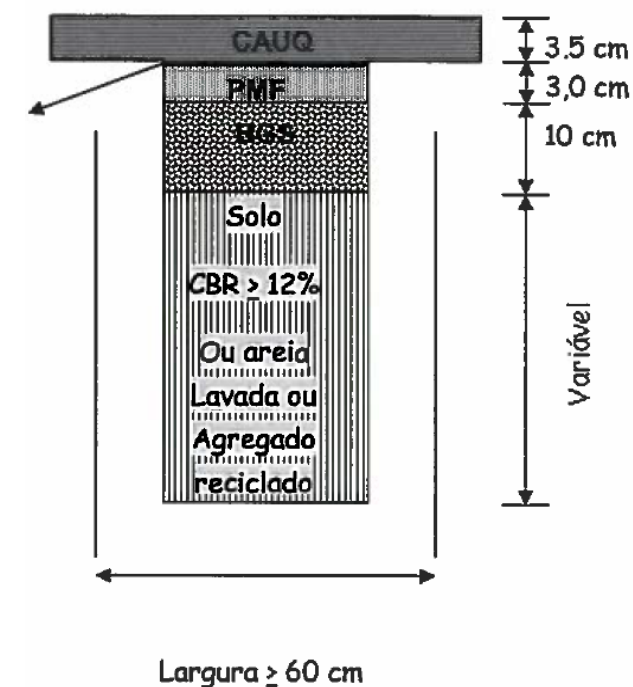
Asfalto a Frio (PMF)



Asfalto a Quente (CBUQ)



Resultado Final





Olhar do “cliente”

Pesquisa
Pós-serviço

Procedimentos

86 Procedimentos de Serviços Operacionais

Instrumento Organizacional		
	Nome	Função
	Procedimento Operacional Serviços Operacionais	Vigente
	REATERRO COMPACTADO E REPOSIÇÃO DE PAVIMENTO	PO-SO0088 - V.1
MPO	BENEFICIAR MOVIMENTAÇÃO DE TERRA - BTARIFA	19/11/14
Atividade: MPO, MPOA, MPOB, MPOC, MPOD, MPOE, MPOF, MPOG, MPOH, MPOI, MPOJ, MPOL, MPOM, MPON, MPOO, MPOP, MPOQ, MPOS, MPOU, MPOV, MPOW, MPOX, MPOY, MPOZ, MPOAA, MPOAB, MPOAC, MPOAD, MPOAE, MPOAF, MPOAG, MPOAH, MPOAI, MPOAJ, MPOAK, MPOAL, MPOAM, MPOAN, MPOAO, MPOAP, MPOAQ, MPOAS, MPOAU, MPOAV, MPOAW, MPOAX, MPOAY, MPOAZ, MPOBA, MPOBB, MPOBC, MPOBD, MPOBE, MPOBF, MPOBG, MPOBH, MPOBI, MPOBJ, MPOBK, MPOBL, MPOBM, MPOBN, MPOBO, MPOBP, MPOBQ, MPOBS, MPOBU, MPOBV, MPOBW, MPOBX, MPOBY, MPOBZ, MPOCA, MPOCB, MPOCC, MPOCD, MPOCE, MPOCF, MPOCG, MPOCH, MPOCI, MPOCJ, MPOCK, MPOCL, MPOCM, MPOCN, MPOCO, MPOCP, MPOCQ, MPOCS, MPOCU, MPOCV, MPOCW, MPOCX, MPOCY, MPOCZ, MPODA, MPODB, MPODC, MPODD, MPODE, MPODF, MPODG, MPODH, MPODI, MPODJ, MPODK, MPODL, MPODM, MPODN, MPODO, MPODP, MPODQ, MPODS, MPODU, MPODV, MPODW, MPODX, MPODY, MPODZ, MPOEA, MPOEB, MPOEC, MPOED, MPOEE, MPOEF, MPOEG, MPOEH, MPOEI, MPOEJ, MPOEK, MPOEL, MPOEM, MPOEN, MPOEO, MPOEP, MPOEQ, MPOES, MPOEU, MPOEV, MPOEW, MPOEX, MPOEY, MPOEZ, MPOFA, MPOFB, MPOFC, MPOFD, MPOFE, MPOFF, MPOFG, MPOFH, MPOFI, MPOFJ, MPOFK, MPOFL, MPOFM, MPOFN, MPOFO, MPOFP, MPOFQ, MPOFS, MPOFU, MPOFV, MPOFW, MPOFX, MPOFY, MPOFZ, MPOGA, MPOGB, MPOGC, MPOGD, MPOGE, MPOGF, MPOGG, MPOGH, MPOGI, MPOGJ, MPOGK, MPOGL, MPOGM, MPOGN, MPOGO, MPOGP, MPOGQ, MPOGS, MPOGU, MPOGV, MPOGW, MPOGX, MPOGY, MPOGZ, MPOHA, MPOHB, MPOHC, MPOHD, MPOHE, MPOHF, MPOHG, MPOHH, MPOHI, MPOHJ, MPOHK, MPOHL, MPOHM, MPOHN, MPOHO, MPOHP, MPOHQ, MPOHS, MPOHU, MPOHV, MPOHW, MPOHX, MPOHY, MPOHZ, MPOIA, MPOIB, MPOIC, MPOID, MPOIE, MPOIF, MPOIG, MPOIH, MPOII, MPOIJ, MPOIK, MPOIL, MPOIM, MPOIN, MPOIO, MPOIP, MPOIQ, MPOIS, MPOIU, MPOIV, MPOIW, MPOIX, MPOIY, MPOIZ, MPOJA, MPOJB, MPOJC, MPOJD, MPOJE, MPOJF, MPOJG, MPOJH, MPOJI, MPOJJ, MPOJK, MPOJL, MPOJM, MPOJN, MPOJO, MPOJP, MPOJQ, MPOJS, MPOJU, MPOJV, MPOJW, MPOJX, MPOJY, MPOJZ, MPOKA, MPOKB, MPOKC, MPOKD, MPOKE, MPOKF, MPOKG, MPOKH, MPOKI, MPOKJ, MPOKK, MPOKL, MPOKM, MPOKN, MPOKO, MPOKP, MPOKQ, MPOKS, MPOKU, MPOKV, MPOKW, MPOKX, MPOKY, MPOKZ, MPOLA, MPOLB, MPOLC, MPOLD, MPOLE, MPOLF, MPOLG, MPOLH, MPOLI, MPOLJ, MPOLK, MPOLL, MPOLM, MPOLN, MPOLO, MPOLP, MPOLQ, MPOLS, MPOLU, MPOLV, MPOLW, MPOLX, MPOLY, MPOLZ, MPOMA, MPOMB, MPOMC, MPOMD, MPOME, MPOMF, MPOMG, MPOMH, MPOMI, MPOMJ, MPOMK, MPOML, MPOMM, MPOMN, MPOMO, MPOMP, MPOMQ, MPOMS, MPOMU, MPOMV, MPOMW, MPOMX, MPOMY, MPOMZ, MPONA, MPONB, MPONC, MPOND, MPONE, MPONF, MPONG, MPONH, MPONI, MPONJ, MPONK, MPONL, MPONM, MPONN, MPONO, MPONP, MPONQ, MPONS, MPONU, MPONV, MPONW, MPONX, MPONY, MPONZ, MPOOA, MPOOB, MPOOC, MPOOD, MPOOE, MPOOF, MPOOG, MPOOH, MPOOI, MPOOJ, MPOOK, MPOOL, MPOOM, MPOON, MPOOO, MPOOP, MPOOQ, MPOOS, MPOOU, MPOOV, MPOOW, MPOOX, MPOOY, MPOOZ, MPOPA, MPOPB, MPOPC, MPOPD, MPOPE, MPOPF, MPOPG, MPOPH, MPOPI, MPOPJ, MPOPK, MPOPL, MPOPM, MPOPN, MPOPO, MPOP, MPOPQ, MPOPS, MPOPU, MPOPV, MPOPW, MPOPX, MPOPY, MPOPZ, MPOQA, MPOQB, MPOQC, MPOQD, MPOQE, MPOQF, MPOQG, MPOQH, MPOQI, MPOQJ, MPOQK, MPOQL, MPOQM, MPOQN, MPOQO, MPOQP, MPOQQ, MPOQS, MPOQU, MPOQV, MPOQW, MPOQX, MPOQY, MPOQZ, MPORA, MPORB, MPORC, MPORD, MPORE, MPORF, MPORG, MPORH, MPORI, MPORJ, MPORK, MPORL, MPORM, MPORN, MPORO, MPORP, MPORQ, MPORS, MPORU, MPORV, MPORW, MPORX, MPORY, MPORZ, MPOSA, MPOSB, MPOSC, MPOSD, MPOSE, MPOSF, MPOSG, MPOSH, MPOSI, MPOSJ, MPOSK, MPOSL, MPOSM, MPOSN, MPOSO, MPOSP, MPOSQ, MPOSS, MPOSU, MPOSV, MPOSW, MPOSX, MPOSY, MPOSZ, MPOTA, MPOTB, MPOTC, MPOTD, MPOTE, MPOTF, MPOTG, MPOTH, MPOTI, MPOTJ, MPOTK, MPOTL, MPOTM, MPOTN, MPOTO, MPOTP, MPOTQ, MPOTS, MPOTU, MPOTV, MPOTW, MPOTX, MPOTY, MPOTZ, MPOUA, MPOUB, MPOUC, MPOUD, MPOUE, MPOUF, MPOUG, MPOUH, MPOUI, MPOUJ, MPOUK, MPOUL, MPOUM, MPOUN, MPOUO, MPOUP, MPOUQ, MPOUS, MPOUU, MPOUV, MPOUW, MPOUX, MPOUY, MPOUZ, MPOVA, MPOVB, MPOVC, MPOVD, MPOVE, MPOVF, MPOVG, MPOVH, MPOVI, MPOVJ, MPOVK, MPOVL, MPOVM, MPOVN, MPOVO, MPOVP, MPOVQ, MPOVS, MPOVU, MPOVV, MPOVW, MPOVX, MPOVY, MPOVZ, MPOWA, MPOWB, MPOWC, MPOWD, MPOWE, MPOWF, MPOWG, MPOWH, MPOWI, MPOWJ, MPOWK, MPOWL, MPOWM, MPOWN, MPOWO, MPOWP, MPOWQ, MPOWS, MPOWU, MPOWV, MPOWW, MPOWX, MPOWY, MPOWZ, MPOXA, MPOXB, MPOXC, MPOXD, MPOXE, MPOXF, MPOXG, MPOXH, MPOXI, MPOXJ, MPOXK, MPOXL, MPOXM, MPOXN, MPOXO, MPOXP, MPOXQ, MPOXS, MPOXU, MPOXV, MPOXW, MPOXX, MPOXY, MPOXZ, MPOYA, MPOYB, MPOYC, MPOYD, MPOYE, MPOYF, MPOYG, MPOYH, MPOYI, MPOYJ, MPOYK, MPOYL, MPOYM, MPOYN, MPOYO, MPOYP, MPOYQ, MPOYS, MPOYU, MPOYV, MPOYW, MPOYX, MPOYY, MPOYZ, MPOZA, MPOZB, MPOZC, MPOZD, MPOZE, MPOZF, MPOZG, MPOZH, MPOZI, MPOZJ, MPOZK, MPOZL, MPOZM, MPOZN, MPOZO, MPOZP, MPOZQ, MPOZS, MPOZU, MPOZV, MPOZW, MPOZX, MPOZY, MPOZZ		

1. Campo de Aplicação



- Amostragem pela NBR 5426;
- Fiscalização de canteiro, serviços em execução e serviços finalizados;
- Ensaios em Corpos de prova.

Controle
Tecnológico

Controle e Fiscalização

Treinamentos

1.032
terceiros
qualificados



Auto-Fiscalização
via PDA

Fotos e Coordenadas via GPS



Fiscalização
Sabesp



- Todos os serviços;
- FAC – Formulário de Avaliação da Contratada
- IDG – Índice de Desempenho Global.

Manual de Fiscalização



- Cadastro de Redes (Sabesp e Comgás);
- Foto aérea;
- Priorização dos serviços;
- Coordenadas dos serviços;
- Fotos da execução (antes, durante e depois).

NOVO CONTRATO DE PRESTAÇÃO DE SERVIÇOS POR DESEMPENHO

Indicadores - Índice de Desempenho Global						
Indicador	Descrição	Cálculo	Avaliação Final			
			Peso	Critérios		%
ISAP	Indicador de Serviços Atendidos no Prazo	$(NSAP/NTSA) \times 100$	2	<	70	72
				>=	70	80
				>=	80	85
				>=	85	90
				>=	90	95
				>=	95	100
IFSP	Indicador de Autofiscalização de Serviços no PDA	$(NSF/NTA) \times 100$ Por amostragem	1	<	50	72
				>=	50	75
				>=	60	80
				>=	70	85
				>=	80	90
				>=	90	100
ICERP	Indicador de Conformidade na Execução da Reposição	$(NRA/NTA) \times 100$ Por amostragem	2	<	80	72
				>=	80	75
				>=	85	85
				>=	90	95
				>=	95	98
				>=	98	100
PTRAC	Percentual de Troca de Ramal de Água Corretiva	$(TRA/NTVR) \times 100$	1	<	50	72
				>=	50	80
				>=	55	85
				>=	57	90
				>=	60	95
				>=	65	100

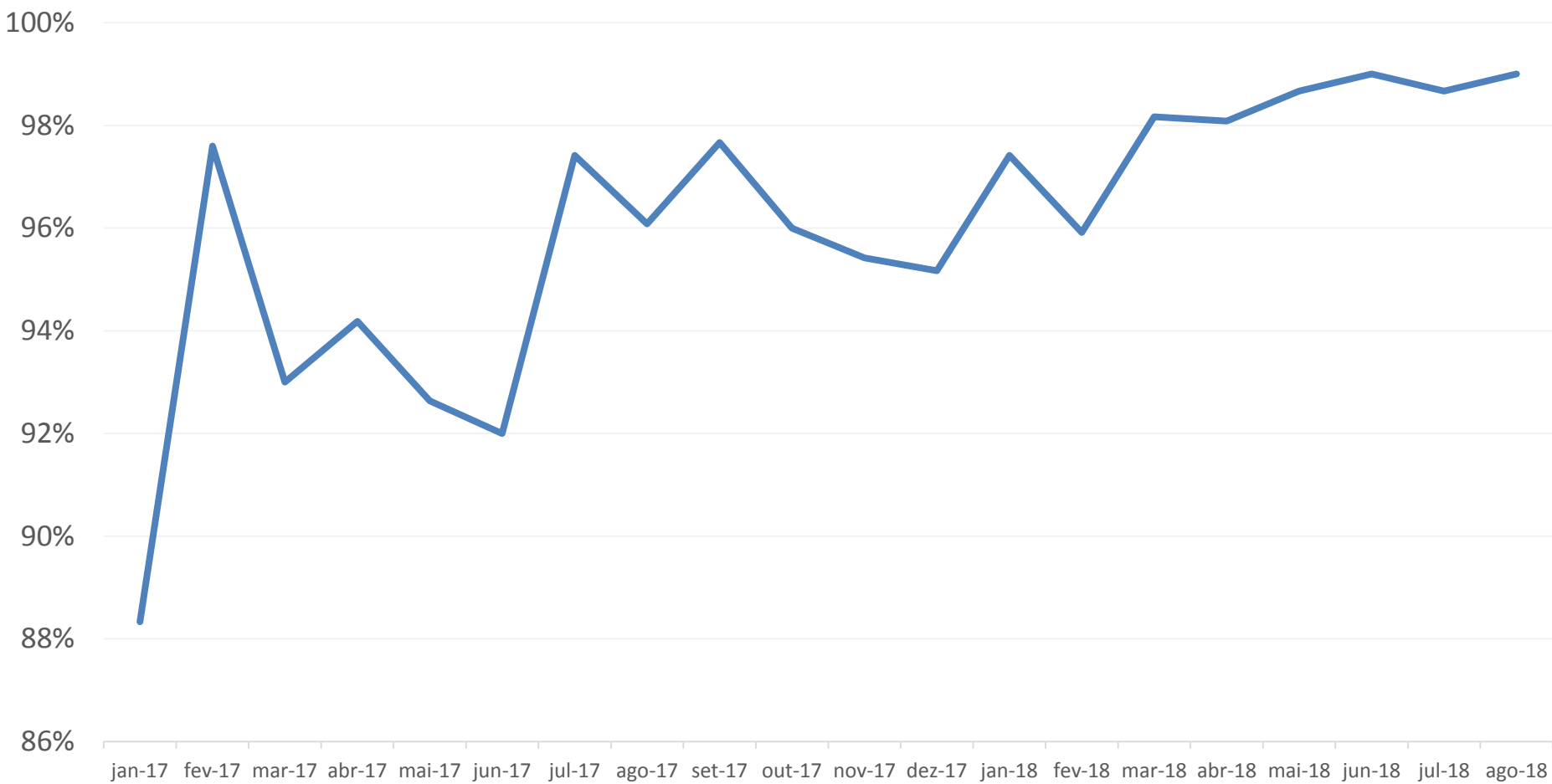


A remuneração da Contratada é proporcional ao Índice de Desempenho Global.

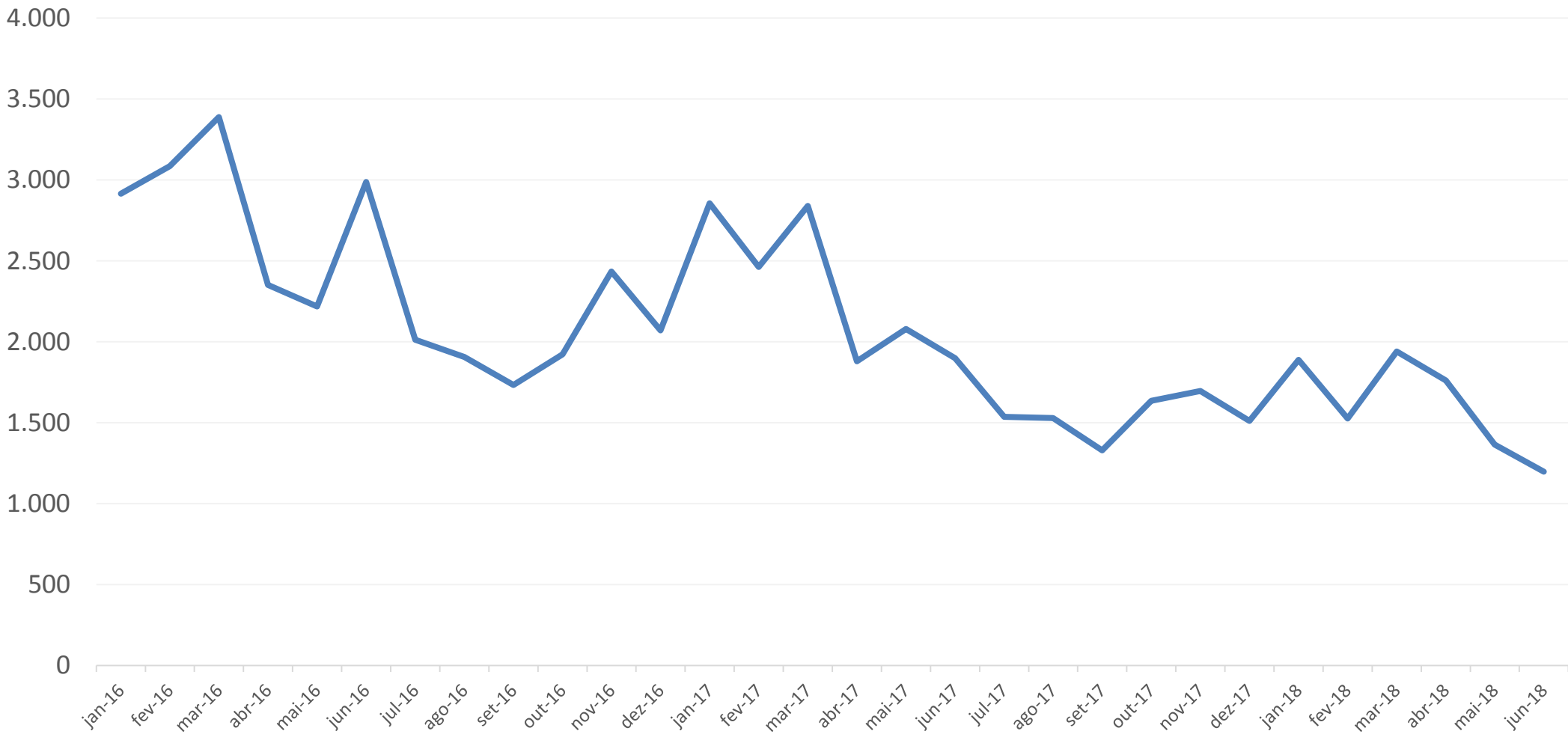
Se não atender a conformidade na Reposição de Pavimento, diminui a remuneração mensal.

*NRA = Nº de reposições aprovadas
NTA = Nº total de amostras

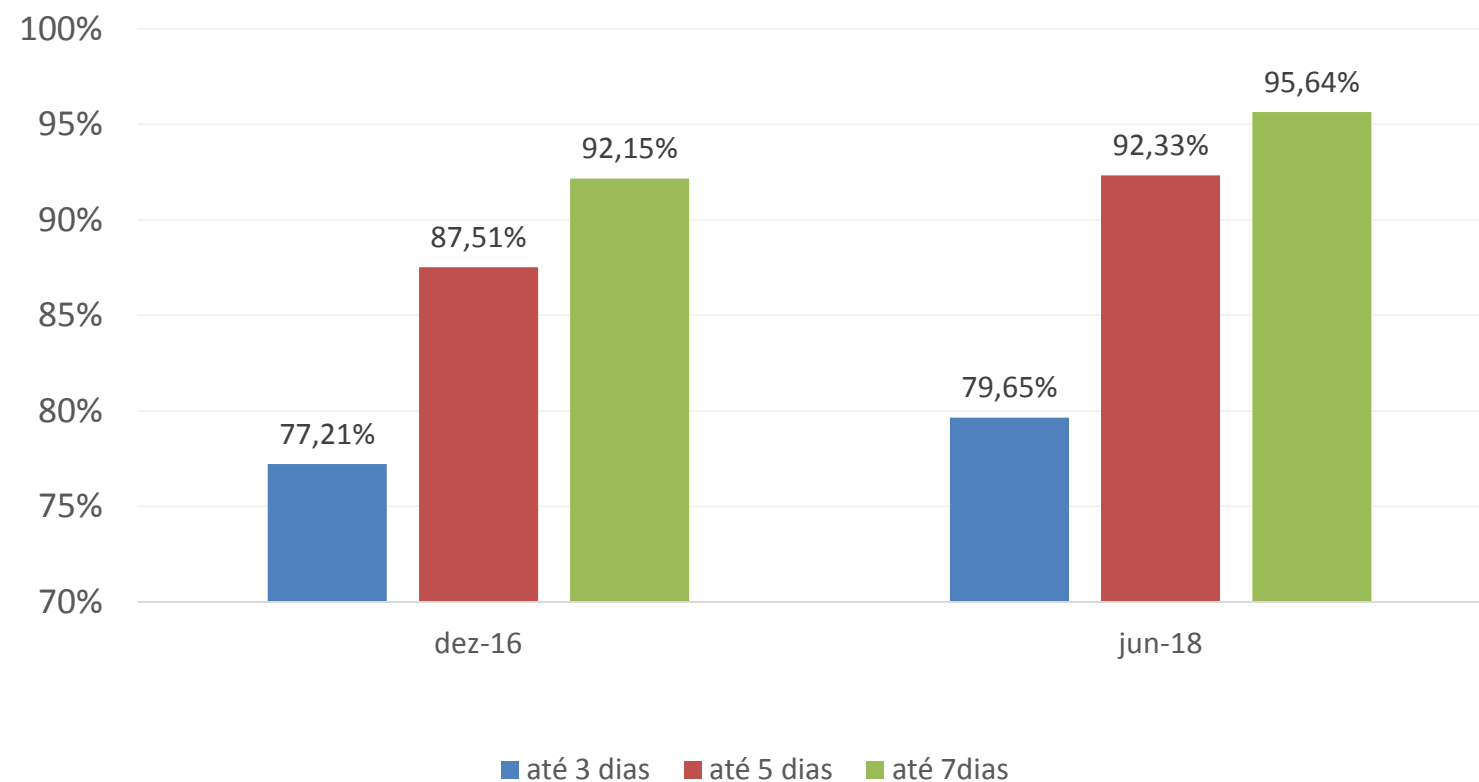
Indicador de Conformidade da Reposição de Pavimentos - ICERP
jan/17 a ago/18 - Diretoria M



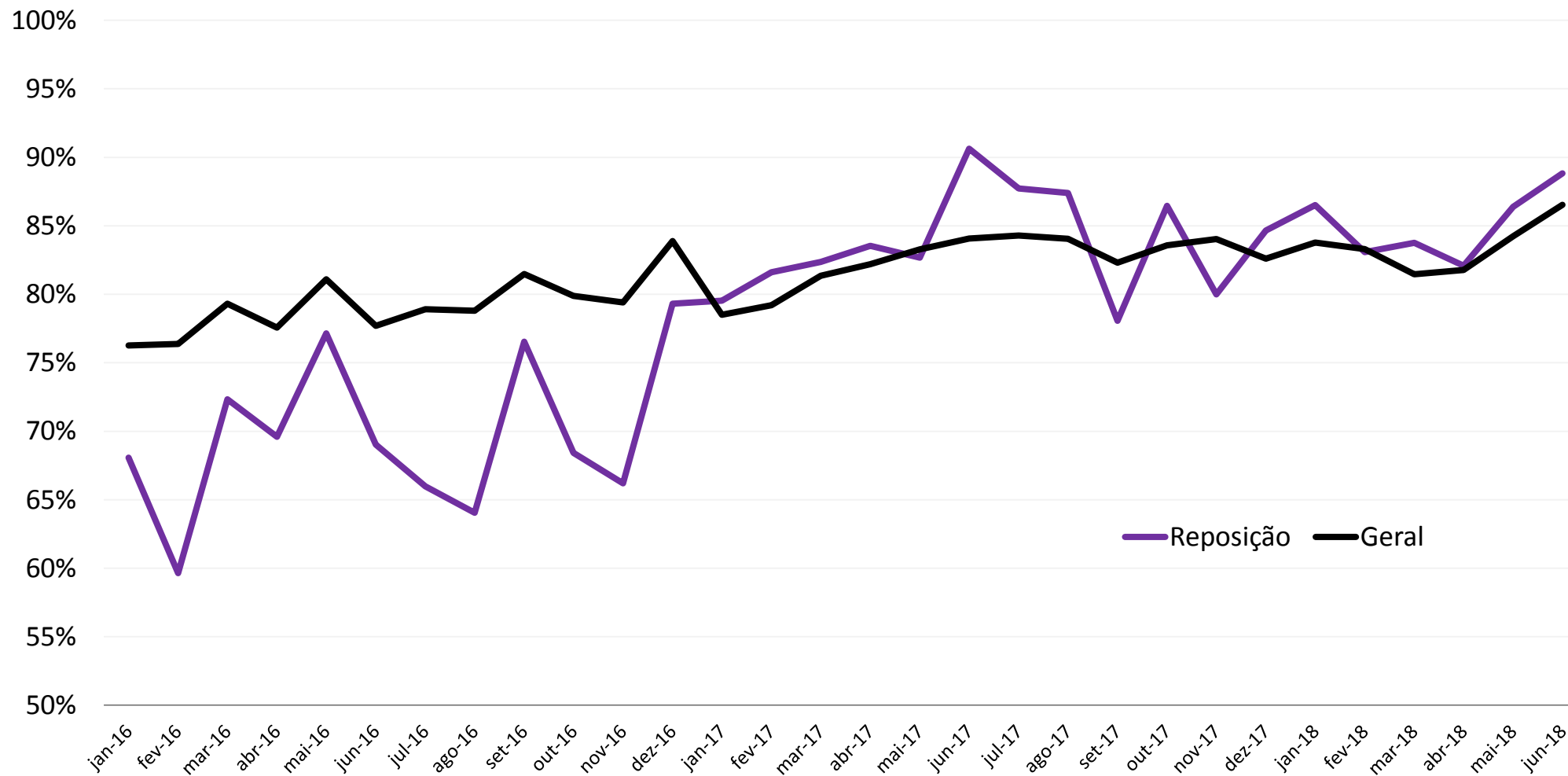
Reclamações de Reposição de Pavimentos
jan/16 a jun/18 - Diretoria M



Prazo de Reposição de Pavimentos Diretoria M



Satisfação - Pesquisa Pós-Serviço
jan/16 a jun/18 - Diretoria M



Mais de 80% das intervenções feitas por Método Não Destrutivo.
Tanto nas grandes obras, quanto nas obras de Manutenção e Crescimento Vegetativo.



Obrigado

Aurélio Fiorindo Filho



Obrigado
Aurélio Fiorindo Filho
Superintendente Unidade de Negócio Oeste

