

THE MAINTENANCE EXCELLENCE INSTITUTE INTERNATIONAL

WWW.PRIDE-IN-MAINTENANCE.COM

The Maintenance Excellence Institute International (TMEII)

Services, Products & Training

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The Maintenance Excellence Institute International (TMEII)

Mission-Vision-Value

Our Mission: To achieve profit optimization and to maximize customer satisfaction for public and private sector clients with [Continuous Reliability Improvement](#) of all maintenance resources. We add value and validate results during a long-term commitment to each client with a proven profit-centered and customer service centered maintenance strategy.

Our Vision: To achieve [PRIDE-in-Maintenance](#) from within the crafts work force and the Maintenance Leaders. To have Top Leaders finally realize the true value of their total maintenance operation and then take positive action forward to achieving maintenance excellence.

Our Value: Our value is to implement profit-centered practices and attitudes in large and small plant maintenance operations, health-care and fleet operations. We add measurable value to facilities management and government operations and to educational systems at all levels. Our mission adds measurable value during the long-term growth of each organization within our selected client base.

Guaranteed Savings: We cannot guarantee exact savings nor be paid based upon the actual savings. However, we require that a measurement process be established for each project. We provide value immediately with our [Scoreboard for Maintenance Excellence Assessment](#) process and validate your results achieved from [Continuous Reliability Improvement](#). We provide long-term gained value.

Gained Value: There is one guarantee we can personally make to you. We will bring the firepower and facts to reinforce your strengths and current needs to the Top Leaders in your organization! We will help you be "the maintenance messenger" to get action from Top Leaders. We then can personally help you make a difference in the total operations success of your organization! **We can however guarantee a gained value of at least 10 to 1 return on your training or consulting investment.**

The Maintenance Excellence Institute International Services

The Maintenance Excellence Institute International (TMEII) provides you with one-stop-shopping for your Maintenance Excellence Services. Our approach includes an initial maintenance assessment of your overall facilities or manufacturing or service maintenance organization with a thorough/detailed written report of how you can improve your overall level of maintenance complete with the potential dollar savings that can occur when you implement ideas that your team develops during the assessment phase of the project.



The Maintenance Excellence Institute International offers you experienced [Operational Services](#) personnel on a temporary basis to assist you with implementation of valuable new maintenance ideas inside your maintenance organization.

The Maintenance Excellence Institute International offers both public and onsite [TrueWorkShop™](#) training for your key maintenance management personnel, for instance your new and experienced Maintenance Planners and Schedulers. TMEII offers 18+ different TrueWorkShops™ that help develop your personnel and make them the best they can be in your maintenance organization.

The Maintenance Excellence Institute International provides you with [Continuous Reliability Improvement](#) techniques to help you address new opportunities for your maintenance organization. **Ralph W. "Pete" Peters** has an extensive library of case studies available for your review and possible implementation at your site. These case studies were developed in the field working with people and organizations just like you. We help you develop the [Overall Craft Effectiveness \(OCE\)](#) and increased labor productivity of your existing crafts.

The Maintenance Excellence Institute International has developed a number of [benchmarking tools](#) that help you measure and report your effectiveness as a maintenance organization. These metrics give you ammunition the next time your plant expands and you are asked to work more with less maintenance support. We help you measure your performance and capture your historical maintenance service level improvement.

Reliability and Maintenance Management Consulting...

First Steps for Achieving Excellence in Maintenance Management Consulting...

Typically, our very first steps for maintenance management consulting with a manufacturing client begins with a [Scoreboard for Maintenance Excellence](#) assessment to "determine where you are"

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with opportunities for improvement. As your maintenance management consultants we also clearly define your current strengths and successes.

Results from today's most comprehensive assessment process will clearly define your current needs to "[Top Leaders](#)" and the [Return-on-Maintenance-Investment \(ROMI\)](#) from your measured results. Your ROMI should be measured and validated monthly. We provide basic and advanced best practices in maintenance management consulting for implementation of all benchmark evaluation categories from our [Scoreboard Assessments](#). For pure facilities organization like one client, the University of North Carolina in Chapel Hill, we would use our Scoreboard for Facilities Management Excellence as the initial assessment tool in our maintenance management consulting.

Achieving Reliability from Maintenance Management Consulting

From the important first steps, we then help implement and successfully apply today's best practices in maintenance management consulting. Your Reliability and Maintenance Excellence improvement opportunities could be to define Your Best Maintenance Strategy via an RCM Team Process and then:

- Implement [Operator Based Maintenance](#)
- Implement [Preventive Maintenance](#)
- Support and Apply [Predictive Maintenance](#)
- Technology as Needed, Support [Continuous Monitoring](#), and Condition Based Maintenance (CBM)
- Technology Application, Define High Cost of [Gambling with Maintenance](#) by doing nothing
- Achieve [Reliable Maintenance Planning, Estimating and Scheduling](#)
- Train Planners/Estimators on Our [ACE Team Process Certification for Estimating](#)
- Modernize and Improve [Maintenance Storeroom](#) Operations
- Develop Improved [MRO Materials Management](#) Processes
- Go Beyond RCM and TPM with [Continuous Reliability Improvement \(CRI\)](#)
- Maximize Asset Uptime and [Overall Equipment Effectiveness \(OEE\)](#)
- Increase Craft Wrench Time and [Overall Craft Effectiveness \(OCE\)](#)
- Achieve Benefits from Effective [Craft Skills Development](#)
- Conduct [PRIDE-in-Maintenance](#) Sessions with Craft and Support Staff
- Implement [Operator-Based Maintenance](#) for PRIDE-in-Ownership
- Benchmark an Existing System with the [CMMS Benchmarking System](#)
- Support Selection and Implementation of an [Effective CMMS/EAM](#)
- Implement [Profit-Centered Maintenance](#) Performance Measurement
- Provide [Critical Asset Performance Facilitation](#)
- Evaluate and Improve [Contracted Maintenance](#) Services
- Establish [Performance-Based Contracts](#) & Performance Monitoring
- Conduct [Facility Condition Assessments](#)
- Conduct [Critical Asset Condition Assessments](#)
- Perform [Energy Management Audit](#)

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- Perform [Security Audits](#)
- Local and Federal [Regulatory Compliance Audits](#)
- HSSE (Health, Safety, Security and Environmental Compliance)

TMEII's Maintenance Management Consultants Implement Your Successful Strategy!

As your maintenance management consultants we work to implement the right plan for ensuring your success for increasing efficiency and saving money where possible. We will provide support and utilize the latest technology where beneficial. Through our maintenance management consulting you will have the correct schedule and blueprint for your maintenance scheduling. Through the implementation of these processes you will achieve a modern and improved materials management process.

For a more detailed look into our maintenance management consulting services we have posted more information about our operational services. As maintenance management consultants we are made up of [Alliance Team Members](#) which allows us to serve you better and is more cost effective for you. Our maintenance management consultants have the required technical expertise and on-the-job experience along with strong dedication to ensure your maintenance management success.

Proven Maintenance Management Consulting for Profit Maximization...

Our blueprints for success in maintenance management have been proven utilized for many different types of plants facilities from small many factory sites to large industries requiring a continuous process, big public utility complexes, hospitals, and universities to name a few. We are passionate about maintenance excellence and have a true understanding about how important it is to your facility. All throughout our site we discuss a foundational philosophies and practices that are meant to be proactive and should be carried out with repetition and a positive attitude.

For more information regarding our maintenance management consulting processes and techniques we encourage you to contact [Ralph "Pete" Peters](#). TMEII will assist you and answer and questions you have about maintenance management consulting and how you can achieve your organizations' goals through these proven techniques. Consistent and reliable results are our specialty. With the right maintenance management you will be amazed at how you can maximize uptime, increase productivity and possible save money in many cases.

TMEII Products

New tools for maintenance process improvement and all are now available for purchase at <http://www.pride-in-maintenance.com/products>.

1. The Scoreboard for Maintenance Excellence-2015 (oil and gas operations)
2. The Scoreboard for Maintenance Excellence™ (plant maintenance focused)
3. The Scoreboard for Facilities Management Excellence™
4. The Scoreboard for Healthcare Facilities Management Excellence™

5. The Scoreboard for Fleet Management Excellence™
6. The CMMS Benchmarking System™
7. The ACE Team Process™ for Estimating Maintenance Work
8. The Reliable Maintenance Excellence Index™
9. The Total Asset Integrity Management Benchmarking Survey™

TMEII Books

Reliable Maintenance Planning, Estimating, and Scheduling

by Ralph W. "Pete" Peters

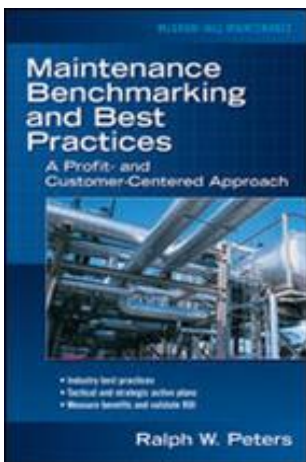


Put Reliability into Your Planning for Maintenance Excellence

Operations within the oil, gas and petro chemical sectors face the most operational challenges possible as related to health, safety, security and environmental issues (HSSE). Therefore planning, estimating and scheduling in these areas must achieve a very high level of accuracy, HSSE compliance and reliability. This book will definitely “put reliability into your planning for maintenance excellence.” Written specifically for the oil and gas industry, *Reliable Maintenance Planning, Estimating, and Scheduling* provides maintenance managers and engineers with the tools and techniques to create a manageable maintenance program that will save money and prevent costly facility shutdowns.

Maintenance Benchmarking and Best Practices: A Profit and Customer-Centered Approach

by Ralph W. "Pete" Peters



This is a worldwide best seller that has been described as "the best and most complete book for improving maintenance". Ralph W. "Pete" Peters clearly defines how to redirect a maintenance operational focus from internal cost-cutting to profit-maximization. This approach is profit centered maintenance. Pete provides maintenance supervisors and managers with today's most comprehensive benchmarking tool and best practices road-map; The Scoreboard for Maintenance Excellence. The Scoreboard will allow maintenance managers to: a) determine and quantify benefits and savings, b) improve craft productivity and c) define a strategy to improve efficiency and productivity. These things are at the heart of a successful Profit Centered Maintenance.

E-Book: Maximizing Maintenance for Profit Optimization

by Ralph W. "Pete" Peters

This E-Book is focused on improving plant maintenance operations that leads to optimizing profit and bottom-line results in manufacturing operations. *Maximizing Maintenance for Profit Optimization* was the original material that McGraw-Hill senior editors reviewed prior to requesting that TMEII Founder,

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Ralph W. "Pete" Peters write the world wide best seller *Maintenance Benchmarking and Best Practices* in 2006. This was also our original material on the web at Sandy Dunn's site www.plant-maintenance.com in 2001. It is a condensed version of the book but also provides a strategy for profit and customer-centered maintenance that will work. It does **not** include [The Scoreboard for Maintenance Excellence](#) now available to all in easy to use Excel format.

E-Book: Maximizing the Value of Facilities Management Operations By Ralph W. "Pete" Peters

This E-Book is focused on improving facilities management and pure facilities maintenance operations. Maximizing the Value of Facilities Management Operations is very similar to Maximizing Maintenance for Profit Optimization **but** it applies to pure facilities management operations. This piece was our second major white paper on the web at Sandy Dunn's site www.plant-maintenance.com in 2001. It provides a strategy for profit and customer-centered maintenance that will work for a facility management operation. It does **not** include [The Scoreboard for Maintenance Excellence](#) now available to all in easy to use Excel format.

TMEII Training for Maintenance Excellence

Reliable Maintenance Planning, Estimating and Scheduling

This important offering is recognized worldwide as the very best course for this essential best practice. It is the topic of TMEII's new book planned for completion in 2014 which is focused upon day-to-day scheduling for petrochemical operations. This TrueWorkShop™ applies to small, medium, and large operations for all types of maintenance operations; discrete manufacturing, continuous processes, facilities maintenance and fleet maintenance. TMEII staff has helped clients recruit, train, install and follow-up on over 300 actual planners around the World. This course is also for all [Maintenance Leaders](#) and key [Top Leaders](#) that must implement and fully understand the importance and benefits from this practice. Many case studies from TMEII along with practical exercises make this course one that can provide a relatively quick ROI from your planner investment. This course is based on the new Elsevier book; *Reliable Maintenance Planning, Estimating and Scheduling* with all attendees receiving a personal copy.

The ACE Team Process for Estimating for Measuring Maintenance Type Work

ACE is an acronym for "**A** Consensus of **E**xperts"; experts who know and have performed maintenance work. It includes the complete process ranging from selecting and analyzing benchmark jobs for actual wrench time for job tasks up to the development of the planned time for the schedule that includes planned travel and other miscellaneous time not considered [wrench time](#). The process trains the planner and ACE Team members to analyze job tasks (that also become [standard job](#) plans) in terms of repair method, safety, quality and reliability issues.

Effective Plant Shutdown, Turnaround and Outage (STO) Management

Maintenance shutdowns, turnarounds and large retrofits require different skill sets than planner/schedulers require for day-to-day corrective and "small: maintenance repair projects. Project

management is an extensive cross-functional process planner/schedulers must understand because their role is so important.

Maximizing the Value from Contract Maintenance Services

Contracted Maintenance services of all types are here to stay and growing fast around the World. Getting maximum value is the challenge when contractors do not have... nor work at your site with proactive maintenance processes. Currently this is the only course that addresses how to ensure contractor productivity. If you are a maintenance contractor you will find this course very valuable. Contract Maintenance Leaders who will find out how to show clients measured benefits, improve their business proposition for outsourcing maintenance and how to achieve their own profit optimization and customer service.

Advanced Maintenance Leadership with Reliability Centered Maintenance (RCM)

This is our newest TrueWorkShop™ offering where your instructor has seen the need for leadership training and the PRIDE-in-Maintenance spirit in many operations. Unfortunately, more and more maintenance managers are becoming *victims of outsourcing*. There is a desperate need for continuous leadership training with shop floor application. This **TrueWorkShop™** is about building leadership skills and creating a strong team of crafts people with greater PRIDE-in-Maintenance, more accountable for reliability, productivity and customer-service. It provides a sound foundation on using Reliability Centered Maintenance with other best practices so a maintenance manager can become a true Maintenance Leader.

Key Learning Objectives

1. **Enhance** essential Maintenance Leadership skills to effectively perform change management & cultivate a reliability excellence culture
2. **Improve** craft productivity and Overall Craft Effectiveness (OCE) through better leadership, communication & people management skills
3. **Ensure** successful adoption and implementation of asset management improvements with absolute compliance from artisans, technicians & contractors
4. **Understand** important measurement techniques and framework to define results
5. **Apply** key elements of Reliability Centered Maintenance (RCM)
6. **Systematically Analyze** and conduct Failure Mode, Effect and Criticality Analysis (FMECA) to effectively identify equipment criticality of key assets, prioritize tasks & minimize wastage
7. **Utilize** problem-solving techniques of Root Cause Analysis (RCA) for Root Cause Failure Analysis (RCFA) to eliminate repeated failures and decrease failure frequency
8. **Ensure** management support by making optimal and economically justifiable suggestions based on Life Cycle Costing and Replacement Analysis
9. **Effectively Benchmark** performance against world class best practices and transit from PAS 55:2008 to ISO55000

[Advanced Maintenance Practices for Reliability & Benchmarking for Reliability & Maintenance Excellence](#)

This is our signature course that covers advanced topics plus "the essential basics" for leaders at all levels. You receive technical knowledge to apply practices from all major categories from TMEII's [Scoreboard for Maintenance Excellence](#). This course requires both pre-course and post-course activities along with pre- and post-course testing. And without question, you receive the most extensive set of course references and a copy of McGraw-Hill's [Maintenance Benchmarking and Best Practices: A Profit and Customer-Centered Approach](#) by your instructor, Ralph W. "Pete" Peters.

[Continuous Reliability Improvement of Rotating Equipment](#)

You gain a working knowledge of Reliability Centered Maintenance (RCM) and Condition-Based Maintenance (CBM) all integrated with Risk-Based Maintenance (RBM) of critical assets. While focused upon rotating equipment you will gain the knowledge about a wide range of reliability and predictive maintenance technologies and the "mathematics of reliability". This course covers the [six maintenance resources](#) and how they should be covered within a strategic plan, how leadership driven teams work, keys to implementation, measuring results and ROI for investments in maintenance. Extensive reliability references and all of TMEII's benchmarking tools are included with much more.

[Effective Maintenance Leadership for Improving Craft Productivity](#)

We know there is a scarcity of qualified crafts people around the USA and the World. As a result of many factors, craft productivity declines due to "status quo maintenance managers". There is also a shortage of true "Maintenance Leaders". This course focuses upon improving two important things: Maintenance Leadership and [Craft Labor Productivity](#). You will gain renewed capabilities for being a modern day Maintenance Leader. And this is today's only course addressing craft productivity and how to improve [Overall Craft Effectiveness \(OCE\)](#).

[Modernizing Your Maintenance Storeroom and Improving MRO Materials Management](#)

Lack of MRO parts and materials obviously can be the "game breaker". Having them in-house but lost is even worse. Of all the opportunities found from over 300 [Scoreboard Assessments](#), this TrueWorkShop™ title sums it up perfectly. A top improvement opportunity! This course ranges from layout design principles to Strategic Sourcing of MRO items. This is another course from TMEII considered the best available.

[Go LEAN for Maintenance Excellence](#)

Lean has been a popular business term. Sometimes lean is viewed as "let's indiscriminately cut maintenance staff". Go LEAN here is about "**Working Smarter-Not Harder**" a retro-phase from the early 1970s used now by [Harvard Business Review \(HBR\)](#) and other business publications. This course focuses on Value Engineering (VE) and the best from the past and present; now used in modern business literature. Work Simplification, Total Quality, Six Sigma, positive mental attitude essentials, Purpose Driven Life principles and effective "teaming processes" will be crystallized into

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philosophies and techniques that will help you manage and lead maintenance forward as a true profit and customer-centered maintenance enterprise.

[Condition-Based Maintenance with Preventive and Predictive Technologies](#)

A TrueWorkShop™ that concentrates on [Condition-Based Maintenance \(CBM\)](#) technologies to identify equipment problems for earlier and easier prevention of failure. Understanding these old and new technologies will achieve measurable results in more efficient plant and facilities maintenance, increased productivity, lower operating costs and improved asset availability. Upon the successful completion of this TrueWorkShop™, participants will have the knowledge about Condition-Based Maintenance (CBM) and monitoring and the know how to optimize reliability with the latest technology. They will understand why a [Continuous Reliability Improvement \(CRI\)](#) strategy is far superior to a pure RCM approach. Attendees will use [The Scoreboard for Maintenance Excellence™](#) to audit current use of Preventive and Predictive Maintenance applications and how to improve both areas. They will see how performing maintenance affects reliability and the techniques and control systems for component condition monitoring.

[Total Asset Integrity Management: Going Beyond ISO 55000](#)

Mission-critical asset integrity management (AIM) topics from this TrueWorkShop™ will help all operations optimize safety and profits, to mitigate challenges, improve reliability and maintenance and production performance. A successful upstream Asset Integrity Management program incorporates design, maintenance, inspection, process, operations, and management concepts. All these disciplines impact the integrity of infrastructure and equipment. You will review the best practices required to achieve a comprehensive, fully integrated system for asset integrity with a plant culture directed at gaining greater lifetime asset effectiveness, true value, safety, availability, and increased profitability from production and manufacturing assets. The scope of Asset Integrity Management program is very broad. To be successful it must incorporate asset design, maintenance, monitoring, inspection, process, operations, information technology and management concepts, since all these disciplines impact the integrity of infrastructure and equipment.

[Maximizing the Value of Your CMMS System](#)

Just like many IT systems and program suites, the functionality of CMMS systems (of all types from System Analysis and Program Development ([SAP](#)) to [MicroMain](#)) is not fully utilized. Via The CMMS Benchmarking System, an exclusive from TMEII, you will see where you stand. You will learn techniques to gain full value from an important maintenance investment. For IT staff members needing a better understanding of maintenance processes and true information needs, this course is for you as well.

You will understand "why CMMS is not the solution". But you will see that CMMS is the core requirement for a true maintenance business system integrating all maintenance best practices for bottom line, measurable results.

[Commissioning Petro-Chemical Plants with Excellence: "Deliver on the Promise](#)

Successful commissioning of new plants, major start-up of new units, equipment and even individual systems requires planning, organizing and controlling. There must be early and careful methodical,

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detailed planning which is the key to the success of any commissioning. Proper planning defines many important tasks defining scope, approach, goals, organization, control plans, schedule, methods, safety, quality, equipment, crews, information flows, threats, and opportunities. Successful planning for commissioning is done in a variety of forums: meetings, visits, presentations, negotiations, alone or with others. Learning outcomes and professional development for participants will:

- Define a thorough before planning evaluation of lessons learned from other commissioning projects.
- Know commissioning includes mechanical completion, equipment verification, systems validation, production operations, start-up, and continuing production.
- Understand what needs planning at the strategic, tactical, operational, & task/tools level for each phase of commissioning.
- Examine commissioning resources and their management to ensure quality and quantity of each: people, supervision, tools, materials, project equipment, information, time, and money.
- Understand that mechanical completion, equipment verification, and systems validation requires detailed planning and careful execution. Inspect, verify and account for incredible amounts of information and documentation.
- Learn why operators and maintenance participate in all three phases to verify, validate, and ensure quality of equipment and systems.
- Operators and production supervision are the keys to start-up. The commissioning team must be relentless in providing the best training, reference materials, and start-up plans to make start-up flawless.
- Learn how maintenance technicians and supervision must integrate with production preparing equipment maintenance plans along with lubricating, watching, helping, and adjusting, during start-up.
- Develop progress and quality controls to assure flawless production and maintenance plans for maximum up time and asset reliability.
- Documentation and control procedures for all systems and equipment included within the scope of the commissioning project.

The PRIDE-in-Maintenance Series

These are highly focused and short 2-4 hour sessions. They are custom designed for each type organization, the current site objectives and planned for 3 distinct areas within an organizational structure. These three areas include:

1. **Top Leaders:** C-positions, especially the CFO, VP Operations, Managing Directors, Engineering Managers and also Engineering & Maintenance Managers that also have direct maintenance responsibilities
2. **Maintenance Leaders:** Maintenance Managers, Supervisors, Planners, Schedulers Foremen, Storeroom Managers, Maintenance Engineers and Reliability Engineers

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3. **Craft Leaders:** Subject matter experts (SME), team/crew leaders and technician specialists in all areas

PRIDE-in-Maintenance I: (Craft Leaders and Support Staff Only)

The recognition and celebration of crafts people and support staff is what this session is all about. And it is about getting ideas from them to support improving your maintenance operation. Each attendee gets numerous references plus the book 2 books by TMEII's founder, Ralph W. "Pete" Peters.

Key course deliverables; Attendees will:

1. Gain greater appreciation of their important roles
2. Gain greater PRIDE-in-Maintenance for their profession
3. Provide real ideas for improvement across a broad spectrum of activities
4. Gain commitment that their Maintenance Leaders will listen to ideas

PRIDE-in-Maintenance II: Maintenance Leaders (all levels)

Selling Craft Leaders and Top leaders on taking the journey toward maintenance excellence is what this session is all about. And it is about developing a strategic plan for maintenance and reliability excellence that Top Leaders will accept and Craft Leaders and the shop floor will support. Again it is about gaining total support for improving your physical asset management operation. This session also focuses upon making Maintenance Managers understand how they can evolve into becoming True Maintenance Leaders.

PRIDE-in-Maintenance III: Top Leaders

Educating Top Leaders about the "High Cost of [Gambling with Maintenance](#)" is what this session is all about. And it is about getting their attention and commitment to maintenance and maintenance strategies with clearly defined return on investment. They will understand how in house maintenance can be profit and customer-centered and some of the cons associated with outsourcing a core business requirement. Each attendee will get two books by Ralph W. "Pete" Peters, TMEII's Founder. A number of examples of the Good, Bad, and Ugly Case Studies from TMEII's experience over the past forty years are shared.



Past Support for Maintenance Excellence

- Atomic Energy Canada Limited (2 sites)
- Air Combat Command (3 Air Bases)
- Boeing Commercial Airplane Group (55 sites across USA)
- BP Texas City Refinery
- **Braun Medical-PA**
- Bucyrus International-WI
- BP Texas City Refinery-TX
- Carolinas Medical Center-NC
- Cascade Engineering-MI (4 sites)
- Caterpillar (IL)
- **Big Lots Distribution Centers-OH, CA, AL, PA (4 sites)**
- Consolidated Thermoplastics (3 sites)
- **Campbell Soup**
- Cooper Tools/Cooper Industries (9 plants across USA)
- Dominion Terminal Associates-VA
- DIMON International-NC & VA-4 sites
- Ford Motor (Canada)
- **General Foods-NY**
- **GlaxoSmithKline-NC**
- Great River Energy-ND
- **Heinz USA-OH**
- Lucent Technologies-NE (2 sites)
- Marathon Ashland Petroleum-LA, IL, MI and TX (4 sites)
- The Marmaxx Group-NE
- National Defense-PA
- Nigeria LNG Limited
- **Godiva Chocolates**

RED = FOOD or PHARMA

Past Support for Maintenance Excellence

- Purolator-NC
- Rocketdyne Propulsion-CA (Boeing Div)
- Rockwell International-WI
- Rohm & Haas-TX
- **SIDERAR (8 Steel Mills-Argentina)**
- University of NC-CH Facilities Services Div (6 work units)
- University of NC-CH Building Services (*Pride in Maintenance Sessions*)
- EMCOR- VIOX Facilities Services-OH (Contract Facilities Maintenance Provider)
- **Sanofi-Pasteur (Toronto)**
- The Werner Company-PA, IL & AL (3 sites)
- **Wyeth-Ayerst -VA (3 sites in U.S.)**
- **Wyeth Medica (Ireland)**
- Weyerhaeuser-WA
- NC Department of Transportation (15 Division level shops; 100 counties)
- National Gypsum- NY, GA and AL (3 sites)
- **NYCOMED (Puerto Rico)**
- Polaroid Corporation-MA
- Pratt & Whitney (Canada)

RED = FOOD or PHARMA

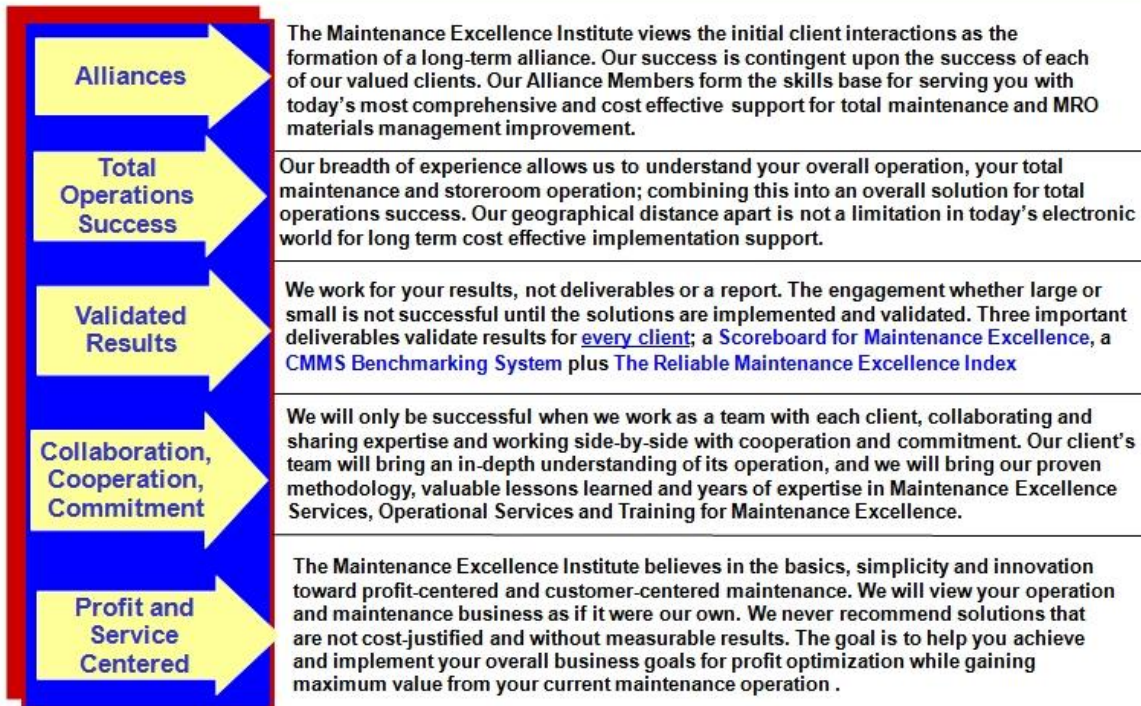
Testimonials for TMEII Training

1. “Developing and presenting in class a *Plan of Action for Improvement* provided me with many valuable suggestions to take back for my manager to see what knowledge I gained from this course.” - **Planner, Volta Aluminum Co. Ltd**
2. “This course was very good because the course modules are very complete and useful tools to actually help improve maintenance planning estimating & scheduling in our company.” - **Planner, AngloGold Ashanti Mine**
3. “Great!! The subject can be implemented in our company and improve our daily culture of maintenance.” - **Factory Manager, Unilever Ghana Limited**
4. “There are very few people with his total asset management knowledge and the ability to teach like he does around the world.” - **Managing Director-Nigerian Liquid Natural Gas**
5. “This event really increased my knowledge of the planning, estimating and scheduling best practice to improve craft labor productivity in maintenance. It revealed many good opportunities for me and will allow me to present this knowledge to other members at my company.” - **Workshop Manager, Atlas Copco Ghana**
6. “This is the best location in the World) (Oak Island, NC-USA) for training and one of the best training values possible.” - **Facilities Manager, Idaho National Labs**
7. “Your Reliable Maintenance Excellence Index is a terrific tool for us to finally measure the true value of maintenance.” - **Maintenance Manager, BP Texas City Refinery**
8. “A great course on Electrical System Inspection, Testing and Commissioning with a great focus upon asset integrity management. Very useful for shutdown and outage planning as well!” - **Training Manager, Sinopec China**
9. “This is the only company and trainer that I know about that offers free one on one support to attendees long after the training is over to help them implement topics and practices from each of his sessions.” - **CEO, The MAT Group**
10. “TMEII goes well beyond a typical maintenance assessment to provide training on best practices that can be applied, implemented and measured.” Your assessment of eight steel making plant was very comprehensive and helped us select a CMMS with the greatest possible ROI.” - **Engineering and Maintenance Manager, SIDERA Steel Argentina**
11. “Thanks you so much for the free time you gave ENGRO Pakistan in defining and improving wrench time and Overall Craft Effectiveness (OCE).” - **Engineering & Maintenance Manager, ENGRO Pakistan**
12. “His knowledge of CMMS system functionality helped our company evaluate more closely the existing EAM system maintenance module that we owned as part of our plant EAM. Instead

of spending thousands of dollars for another separate CMMS we now have a fully integrated system that works!" - **VP Maintenance and Industrial Engineering-Anderson Packaging**

13. "His course on "Measuring Maintenance Performance" was much more than I expected. We can now clearly define our progress with best practice implementation to top management." - **Director of Engineering for SABIC in-house session**
14. "I now see that we must hold contractors more accountable for their productivity. We must develop ways to measure contractor productivity and this course has shown us an excellent method using "The Reliable Maintenance Excellence Index" a very useful Excel tool." - **Senior Saudi Aramco Procurement Manager**
15. "We learned a great deal on improving use of our CMMS. Pete's experience in evaluating, selecting and implementation of CMMS. It was well defined in his excellent book; "Maintenance Benchmarking and Best Practice." Also TMEII's CMMS Benchmarking System has shown the status of our current CMMS implementation and show where improvements can be made." - **CMMS Administrator, Qatargas**
16. "Pete has a very good skill in explaining complex topics in a style easy to understand by all." - **Manager Qatar Petroleum Facilities Maintenance**
17. "It is very good for an instructor to provide so many good electronic references for attendees to use after the session is over." - **Manager, Banagas, Bahrain**
18. "No other training company offers free help to attendees like the Maintenance Excellence Institute International after the training is completed that I know about." - **Mechanical Engineer, SABIC**

Why The Maintenance Excellence Institute?



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