



## RALPH W. "PETE" PETERS: PROFESSIONAL BIOGRAPHY

### **Founder-President: The Maintenance Excellence Institute International**

-6809 Foxfire Place, Suite 100, Raleigh, North Carolina 27615

-2625 East Beach Drive, Oak Island, NC 28465

**US Office/Cell:** 919.270.1173 **Dubai:** 971 050 919 4116

**E-Mail:** [Pete@PRIDE-in-Maintenance.com](mailto:Pete@PRIDE-in-Maintenance.com) **Web:** [www.PRIDE-in-Maintenance.com](http://www.PRIDE-in-Maintenance.com)

**Skype:** PRIDEnWork **Google:** a) [Ralph W. "Pete" Peters](#) b) [TrueWorkShops](#)

**Summary: Ralph "Pete" Peters** is a well recognized author, trainer, coach and leader around the World in the areas of implementing maintenance best practices, developing effective productivity measurement and initiating long term maintenance and operational transformational processes, within both the public and private sectors. His value as a consultant/coach has been enhanced through his direct leadership and profit and loss responsibilities within large maintenance and manufacturing plant operations prior to focusing upon establishing The Maintenance Excellence Institute (TMEII) in 2001. He is the author of major books, e-Books and five handbook chapters with 200 articles and publications. And as a frequent speaker, he has delivered speeches and seminars on maintenance and manufacturing-related topics worldwide in over 40 countries.

**Focus Upon Measured Shop Level Results:** TMEII's success is based simply on coaching clients to achieve validated bottom line results. Pete recognizes that "Maintenance is Forever!" And he continues to build TMEII by developing new tools/concepts, writing new books and enhancing TMEII's *PRIDE in Maintenance* philosophy into a worldwide positive attitude toward the maintenance profession. *PRIDE in Maintenance* is a core standard for consulting/coaching and training for TrueWorkShops in maintenance and reliability excellence. Pete continues to be a prolific writer-trainer on maintenance, manufacturing, personal motivation and leadership topics.

**Worldwide Services:** TMEII has helped such diverse operations as Sanofi Pasteur, Campbell Soup, British Petroleum, EcoPetrol (Columbia), Nigeria Liquid Natural Gas, TOTAL, DP World, Dubai International Airport, Marathon Oil Corporation, SIDERAR Steel (Argentina), Atomic Energy Canada Ltd, Boeing Commercial Airplane Group, Caterpillar, UNC-Chapel Hill, Ford, Honda of America, Anderson Pharma Packaging Inc, Polaroid, Lucent Technologies, Heinz, General Foods, BigLots Stores, Sheetz Inc,, Great River Energy, Wyeth-Ayerst (US & IR), Cooper Industries, National Gypsum, Sarasota County Government-Operations and Maintenance Division, Carolinas Medical Center, NC Department of Transportation, NC Department of Health and Human Services, the US Department of Health and Human Health Services' Indian Healthcare Services, the Air Combat Command and the US Army Corps of Engineers.

TMEII has also helped achieve success and return on investment in plant, fleet, healthcare operations, pure facilities maintenance operations and Green Industry maintenance operations. Annually he performs pro bono support selected organizations such as Brevard College (NC) and various large church facilities management operations.

**Education:** He received both his BS Industrial Engineering (1969) and Masters of Industrial Engineering (1976) focused upon management information systems from North Carolina State University. He is also a graduate of the US Army Command and General Staff Course, the Engineer Officers Advanced and Basic Courses, the Military Police Officers Course and the Civil Affairs Officer Advanced Course. He was certified as a Total Quality Management and Equal Employment Opportunity facilitator for the National Guard Bureau and the North Carolina Army National Guard.

## Professional Career:

**President/Founder —The Maintenance Excellence Institute: (2001 to Present)** Established The Maintenance Excellence Institute in 2001 with maintenance management consulting and training services focused on maintenance process improvement in all types of operations within both the public and private sectors. TMEII provides maintenance and reliability excellence consulting services for implementing today's best maintenance practices. TMEII also provides temporary operational support services and over 20 Training for Maintenance Excellence TrueWorkShops summarized and with a complete content listing at [www.PRIDE-in-Maintenance.com](http://www.PRIDE-in-Maintenance.com) .

**Principal — Tompkins Associates: (1993 to 2001)** Responsible for the creation and direction of the maintenance consulting practice within Tompkins Associates including support to international alliance staff for sales, marketing and management of consulting projects. Provided client services in maintenance operations assessments, strategic maintenance operations planning and best practice implementations within plant, facilities management, healthcare facilities and fleet maintenance operations.

**Director of Facilities Management — North Carolina Department of Administration: (1989-1993)** Managed 225-employee physical plant operation with over \$30 million annual budget and eight million square feet of facilities including the State Capitol of North Carolina. He was responsible for all physical plant operations, minor construction planning/renovation and inventory management. And he was responsible for commissioning three major office buildings (over 1,000,000 square feet each) and starting up a new central steam plant without significant staff additions.

**Director — North Carolina Technology Development Authority (NCTDA) (1989-1991)** Appointed as a Member and then became Director of NC's small business incubator program sponsoring emerging companies with state grants. Eventually NCTDA became self sustaining without state funds.

**Plant Manager — Channel Master Incorporated: (1987-1988)** Managed a 350-employee manufacturing operation for high volume machining, fabrication and assembly of traditional TV antennas and the design and introduction of first generation satellite TV systems. He was responsible for both the plant industrial engineering and tool and die operations.

**Plant Manager — Crescent/Xcelite Plant, Cooper Tools, and a Division of Cooper Industries: (1983 -1987)** Managed a 550 employee, high quality hand tool manufacturing operation with annual sales of over \$60 million. He supported the successful implementation of a closed loop MRP-II system (Class A). This was the pilot plant within Cooper Industries. Directly responsible for plant industrial engineering, manufacturing services, standard costing system and the purchasing functions.

**Group Manager of Industrial Engineering — Cooper Tools, Division of Cooper Industries ((1981-1983)** Provided internal consulting and technical leadership to all seven Cooper Tools plants in areas of maintenance management, continuous improvement, integrated manufacturing improvement, plant start-ups/expansions, wage plan administration and computerized direct labor measurement systems. Supported start-up of North America's largest forging operation.

**Director, Productivity Management — North Carolina Department of Transportation (NCDOT) (1973-1981)**

Managed an industrial engineering staff group that provided productivity and quality improvement services throughout NCDOT. He led the implementation of the first governmental fleet maintenance management system in US for planning, estimating and scheduling of fleet maintenance work in 1972. This included operator-based preventive maintenance for 12,000 statewide vehicles, selection, and training and on site installation of 50 planners, maintenance performance reporting and documenting annual savings of over \$3,000,000 per year and via a team-based maintenance improvement process.

**US Army Corps of Engineers (1969-1995)** He is retired after completing 26 years of service from the North Carolina Army National Guard serving primarily within Corps of Engineer and Military Police units. This was concurrent with his civilian career following two years of active duty. Highlights include service as unit commander while in the ranks of First Lieutenant, Captain, Major and Lieutenant Colonel. He directed maintenance operations at company, battalion and brigade levels to include being commander of a direct support maintenance and supply company in a combat zone (Vietnam). Also served on active duty as a member of the Desert Storm After Action Review team at the Pentagon, documenting lessons learned from all Army National Guard unit deployments.

**Professional and Civic Associations:** Pete is a member of the Association of Facility Engineers, the Institute of Industrial Engineers, the Society of Maintenance and Reliability Professionals, the American Legion and Veterans of Foreign Wars. He has recently been appointed as a new Member of the North Carolina Commission for Military Affairs.

**Publications:** Pete is the author of a best selling McGraw-Hill Professional Division book; *Maintenance Benchmarking and Best Practices- A Profit and Customer-Centered Approach*. He has also authored two E-Books; "Maximizing Maintenance for Profit-Optimization" and "Maximizing the Value of Facilities Management Operations". He was editor/primary author for *The Guide to Computerized Maintenance Management Systems*, Scientific American LLC and is author of the maintenance chapters in three major publications; *The Warehouse Management Handbook* and *The Future Capable Company* from Tompkins Press and John Wiley's 2001 *Handbook of Industrial Engineering, 3<sup>rd</sup> Edition*. Most recently he authored a key chapter in the Fourth Edition of the Instrument Engineers' Handbook: Process Software and Digital Networks published in 2011.

**Future Publication:** He is contracted for a new book currently in progress entitled *Reliable Maintenance Planning, Estimating and Scheduling* from Elsevier's Gulf Professional Publishing scheduled for January 2014 completion which is focused upon surface facilities maintenance processes within the oil/gas/petro chemical and heavy industry sectors.

He is also the creator/inventor of new tools (beginning in 1983) for maintenance process improvement. These, now available at <http://www.pride-in-maintenance.com/products> include;

1. *The Scoreboard for Maintenance Excellence* (plant maintenance focused)
2. *The Scoreboard for Facilities Management Excellence*
3. *The Scoreboard for Healthcare Facilities Management Excellence*
4. *The Scoreboard for Fleet Management Excellence*
5. *The CMMS Benchmarking System*
6. *The ACE Team Process for Estimating Maintenance Work*
7. *The Reliable Maintenance Excellence Index*
8. *The Total Asset Integrity Management Benchmarking Survey*

**The Future:** TMEII recognizes that "**Maintenance is Forever**" and the application of new technologies is essential to global and local success for physical asset management. Pete continues to build The Maintenance Excellence Institute by developing new tools/concepts and writing new books to support the profession, the craft worker and customers of maintenance.

His focus and overall purpose is for TMEII to help enhance and expand the *PRIDE in Maintenance* philosophy into a worldwide standard attitude, culture and operating philosophy. And to continue having this focus be a cornerstone for TMEII's consulting/coaching and training for maintenance excellence.