



Creating PRIDE-in-Maintenance By Ralph W. "Pete" Peters

An excerpt from [Reliable Maintenance Planning, Estimating and Scheduling](#) - Chapter 4
- *How to Create PRIDE-in-Maintenance within Craft Leaders and the Technical Work Force*

Abstract: This chapter strives to understand the importance of planners readily soliciting and accepting ideas from the crafts work force. Planners who have luckily moved from being a good crafts person into the role as a planner at the next level will have an important advantage. We will also see why planners not only support reliability improvement but help create PRIDE-in-Maintenance within Craft Leaders and the technical work force. One of the key points included; **"Do every job as if you owned the plant, the department, or the piece of equipment you operate or maintain.** Every employee in a plant is a manager of a small piece of the business.



Twenty years ago I was serving as the plant manager for a high quality hand tool manufacturer of the Crescent and Xcelite brands. As we began 1984, my employee communications meetings included these 10 resolutions for our employees to consider. Looking back, they still apply to every job in a plant and also to one's personal family life.

1. **Do every job as if you owned the plant, the department, or the piece of equipment you operate or maintain. Remember Who You Work For!** Every employee in this plant is a manager and in a real sense a manager of a small business regardless of the operation. Crescent/Xcelite as a plant is made up of many small plants or teams. Be a proud competitor on your team in 2015.
2. **Develop a commitment to excellence in everything you do.** Have fun and seek justice against poor quality where it is due. If work were thought of as a hobby, such as golf or fishing, think of the fun it would be to meet that 7:00 a.m. starting time at the plant.
3. **Develop PRIDE-IN-WORK regardless of the task.** Give 105% performance whenever possible to make up for the times you were at only 95%.
4. **Maintain a sincere belief in your capabilities as well as the potential of those you meet each day.** Practice positive reinforcement on yourself and others.
5. **Practice the Golden Rule.** If it doesn't work the first time

The Maintenance Excellence Institute International

6809 Foxfire Place, Raleigh, NC 27615 and 2625 East Beach Drive, Oak Island, NC 28465
Office/Direct Cell: 919-280-1253 SKYPE: PRIDEnWork Web: PRIDE-in-Maintenance.com



- then...Practice! Practice! Practice!
6. **Practice good maintenance in all areas; physical, spiritual, family, equipment, mental, financial, etc.** Plan to wear out rather than rust out! I have a saying that.... Maintenance is Forever!! Like gravity maintenance is forever in all things around us.
 7. **Here is one especially for planner/schedulers.** It is your job to “make things happen” rather than “watch things happen”. Try not to be in that group of people that “wonders what happened”. Reduce WIP (Work-In-Process) and stamp out RIP (Rework-In-Process)!
 8. **Develop PRIDE in yourself, your company and your country.**
 9. **Establish written and specific written personal goals in all areas of your life.**
 10. **Keep Smiling:** If none of the above items works for you, just keep smiling because people will really wonder what you are up to!

Achieving PRIDE-in-Maintenance requires many things within an organization. It requires a Top Leader that understands the value of maintenance and its challenges. It requires maintenance managers, supervisors and foreman that are true Maintenance Leaders within the important profession of maintenance. It requires Crafts Leaders and a craft workforce trained and dedicated to profit and customer-centered service. Effective storeroom and support staff all combine to perform the business of maintenance.

Across all these people resources there must be dedication to the maintenance profession and PRIDE-in-Maintenance that comes from teamwork, personal motivation, good leadership and good maintenance practices. And as you choose so let it be that your maintenance operation continues to improve its progress on the journey toward maintenance excellence with effective planning and scheduling. Maintenance and reliability excellence and ISO 55000 compliance is not a final destination but rather a continuous journey of physical asset management improvement.

Next Steps: Take an important first step toward ISO 55000 with a **Scoreboard for Maintenance Excellence™** audit and a strategic asset management plan. Contact Pete Peters at 919-270-1173 (Pete@PRIDE-in-Maintenance.com) or Anne at 919-896-5368 (Anne@Pride-in-Maintenance.com) for more information!