

ADVANCED MAINTENANCE BEST PRACTICES & BENCHMARKING FOR RELIABILITY AND MAINTENANCE EXCELLENCE

Today's Best Educational Value & Most Practical Content for
Maintenance Excellence Leaders

9th – 11th June 2011 • 'Les Oliviers Palace' - Sfax, TUNISIA



Course Facilitator

Ralph W. "Pete" Peters
Founder & President
The Maintenance Excellence Institute (TMEI)
North Carolina - USA

Testimonials from Ralph's past Training Courses:

"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

"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

"A great course on Electrical System Inspection, Testing and Commissioning and great focus upon asset integrity management"

~ Training Manager, Sinopec China

"This is the only company that I know about that offers free one on one support long after the training is over."

~ CEO, The MAT Group, Iran

"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

"TMEI 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 plants was very comprehensive".

~ Engineering and Maintenance Manager, SIDERA Steel Argentina

About your Course Facilitator:

Ralph W. "Pete" Peters is viewed as one of the world's foremost leaders in physical asset management and has more than 30 years experience in this field. As a results-based trainer and consultant, he has provided solutions and measured results in Oil & Gas and to a wide range of asset management operations around the World. As an author, consultant and trainer, he has worked in all 50 states in the USA plus over 40 countries around the World.

He has evaluated and improved Asset Integrity Management (AIM) as part of his highly acclaimed "Scoreboard for Maintenance Excellence" assessment process for over 300 plant sites. As a result he has developed over 15 other courses that support Total Asset Integrity Management (TAIM) and best practices reviewed in this course. With over 40 years of experience, his background is one of the best available to train and consult to the broad scope of technical topics related to Asset Integrity Management. After successful experience as a Managing Director, Plant Manager, Director of Facilities Management, Director of Productivity Management and as a retired US Army officer (LTC) from the Corps of Engineers he bring real world experience into his challenging and motivational training events.

Pete has authored two E-Books; "Maximizing Maintenance for Profit-Optimization" and "Maximizing the Value of Facilities Management Operations".

He is also 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, 3rd Edition.

He is also the creator/inventor of new tools (beginning in 1983) for maintenance process improvement:

- ❖ The Scoreboard for Maintenance Excellence (Plant Maintenance Focused).
- ❖ The CMMS Benchmarking System.
- ❖ The ACE Team Process for Estimating Maintenance Work.
- ❖ The Reliability and Maintenance Excellence Index (RMEI).

Agenda

WORKSHOP OVERVIEW

The 3-day course is designed to offer a high level, yet comprehensive overview of successful and cost-effective Maintenance practices, processes, core components, and systems. This Maintenance Best Practices & Benchmarking for Reliability & Maintenance Excellence course is a requirement for Maintenance and Reliability Management Staff. It's also a great introductory course for organizations and their personnel attempting to create a proactive reliability-centered culture. Through real life examples, case studies, and industry recognized Best Practices, the course will educate the participants on components and processes necessary for world class assets reliability and operation that lessens operational costs and drives continuous improvement.

As part of the benchmarking and Plan of Improvement development, participants are also immersed into components and practices necessary to drive and sustain the proactive culture like leading change, change behaviors, computerized maintenance management systems (CMMS), maintenance planning scheduling, materials management practices, key performance indicators (KPI's), condition monitoring programs, lubrication practices, maintenance processes, and much, much more.

Lastly, With Maintenance and Reliability often overlooked as the single most controllable cost in most organizations, you don't want to miss out on this course.

DAY 1 / 9th June 2011

INTRODUCTION

- ❖ TMEI Staff and Participants Presentations:
 - Sharing of Top 5 Areas for Improvement.
 - Project Work Teams Formed.
 - Discuss Team Presentations on Final Day.
- ❖ Today's Maintenance Challenge:
 - Plant Maintenance Operations.
 - Facilities Maintenance Operations and other types of maintenance.
- ❖ The Future of Maintenance Around the World.
- ❖ Ensuring that Basic Best Practices Are in Place.
- ❖ Developing Your Maintenance Excellence Strategy (BigLots Case Study).
- ❖ Using The Scoreboard for Maintenance Excellence To Define "**Where You Are Now?**".
- ❖ The Assessment: An Excellent "Due Diligence" Process for New Maintenance Leaders
 - How to Conduct a Self-Assessment?
 - How Best to Use Objective, Third Party Support?

THE MAINTENANCE ORGANIZATION

- ❖ Building and Leading an Effective Maintenance Team.
- ❖ Role of the Maintenance Leader and Top Leaders.
- ❖ Craft Leaders and P.R.I.D.E in Maintenance
- ❖ Role of Planning, Estimating & Scheduling.
- ❖ Role of MRO Storeroom & Purchasing.
- ❖ Role of Preventive/Predictive Maintenance.
- ❖ Emergency Maintenance: Handling the Unexpected.

DAY 1 / 9th June 2011 (Cont'd...)

IMPORTANT MAINTENANCE BEST PRACTICES

- ❖ Making Reliability Centered Maintenance (RCM) Work for You.
- ❖ Strategies for Total Productive Maintenance (TPM)
- ❖ Preventive Maintenance: Where is Your Return on Investment (ROI).
- ❖ Predictive and Condition Based Maintenance: Sound Investments for Greater Reliability.
- ❖ Using Risk Based Maintenance (RBM) as a Risk Management Tool.
- ❖ Maximize the Value of your CMMS.
- ❖ Using the CMMS Benchmarking System (SIDERAR Case Study on SAP).

DAY 2 / 10th June 2011

MAINTENANCE PLANNING & ESTIMATING

- ❖ Benefits and Tools for Effective Maintenance Planning
- ❖ The Maintenance Budget.
- ❖ Defining Backlogs and your Total Maintenance Requirements.
- ❖ Estimating Methods.
- ❖ Using The **ACE** Team Process for Reliable Planning time

MANAGING & LEADING THE MAINTENANCE STAFF

- ❖ Effective Scheduling Methods and Work Execution.
- ❖ How to Measure and Improve Craft Productivity.
- ❖ On-the-Job Training and Craft Skills Development.
- ❖ Measuring Results from Planning & Scheduling.

MODERNIZING STOREROOM & IMPROVING MRO MATERIALS MANAGEMENT

- ❖ Storerooms: An Important Cornerstone for Effective Maintenance.
- ❖ Key Requirements for Storeroom Excellence.
- ❖ Maintenance Planning and Storeroom: Partners for Scheduling & Work Execution.
- ❖ Requirements for Successful MRO Materials Management.
- ❖ Are Contract Storerooms the Answer?

DAY ONE & TWO REVIEWS

- ❖ Summary of Day One & Two Key Topics.
- ❖ Review Status of Team Presentations and Personal Plan of Actions.
- ❖ Questions & Discussions.

The TMEI Guarantee ...

If results from this TrueWorkShop do not provide at least a 10 to 1 Return on Investment, to cover your time and training costs, you will receive a complete refund.

Ralph W. Peters
Founder & President / Coach for TMEI

DAY 3 / 11th June 2011

CONTROLLING & MEASURING MAINTENANCE WORK

- ❖ Developing Key Performance Indicators & Your Reliable Maintenance Excellence Index (RMEI)
- ❖ Validating True Return on Investments for Maintenance Best Practice Implementation
- ❖ Documenting Your Total Maintenance Requirements
 - Preventive & Predictive Maintenance
 - Corrective Maintenance
 - Deferred Maintenance
 - Emergency Work
 - Convenience Work
 - Minor Project Work Billed to Customer
 - Project Work Billed to Customer
 - In House Completion of Contracted Work: **A Sad But True Occurrence**

MAXIMIZING CONTRACTOR PERFORMANCE

- ❖ Why TMEI Strongly Supports In-House Maintenance.
- ❖ Why TMEI Supports Contracted Maintenance as the Last Option?
- ❖ How TMEI Helps Contract Maintenance Providers Help You.
- ❖ Key Elements of an Effective Maintenance Contract.
- ❖ Key Criterion for Contractor Selection.
- ❖ Improving Contractor Performance: Ten Key Steps

CONTINUOUS RELIABILITY IMPROVEMENT IN MAINTENANCE

- ❖ Continuous Reliability Improvement of All Maintenance Resources.
- ❖ How to Successfully Audit Your Maintenance Organization.
- ❖ Developing Your Plan for Reliability and Maintenance Excellence.
- ❖ Summary and Presentation of Participant Improvement Plans.

Why you Should Attend ?

This Workshop will clearly define the Benchmarking process and highlight the traps to avoid when performing Benchmarking activities.

In addition, the workshop explores the differences between Benchmarking and Performance Indicators. After examining the various processes within the maintenance and asset management functions, common Benchmarks will be discussed, highlighting the strengths and weakness of each.

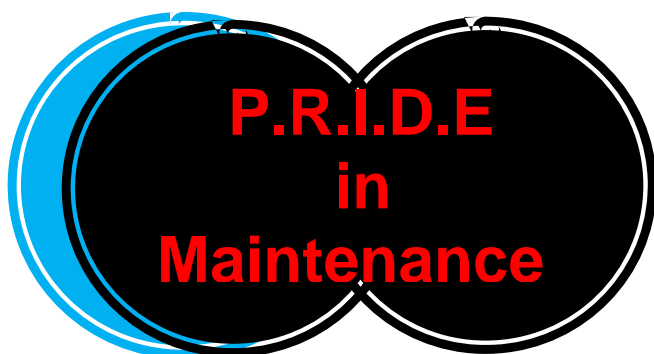
The workshop concludes with a methodology for linking maintenance and asset management benchmarks with corporate financial indicators and also a series of current benchmarks that are being applied to maintenance management.

Together with Pete, you will plan and develop a maintenance audit strategy to improve your plant production without compromising production quality and quantity. You will learn some important concepts and tools, including how to stop traditional maintenance measurements portrays maintenance in negative light, establish suitable maintenance measures to position maintenance function as a value-added contributor to the organization, how to audit several complex activities within maintenance function and benchmark your organization's internal audit approach and supporting tools and techniques against world class companies.

Pete will also share with you some quick wins and solutions for various problems resulting from equipments and processes.

After the workshop, participants should be able to:

- ❖ **LEARN** what is required for effective maintenance auditing and Continuous Reliability Improvement (CRI).
- ❖ **DEFINE** "Where you are?" with current maintenance best practices
- ❖ **ACHIEVE** organizational goals with effective audits and implementation.
- ❖ **DETERMINE** "Where you want to go?" for Reliability & Maintenance Excellence.
- ❖ **SELECT** performance measures that position maintenance as a contributor to profit.
- ❖ **INCREASE** profit optimization through maintenance audit.
- ❖ **MASTER** step-by-step proven process to measure maintenance program performance.
- ❖ **AUDIT** the 27 best practices categories within The Scoreboard for Maintenance Excellence (SFME).
- ❖ **COMPARE** your operation to other maintenance operations and bring it to the next level.
- ❖ **ACQUIRE** the key steps for successful best practice implementation.
- ❖ **UTILIZE** best practice performance management in order to control your maintenance work process.
- ❖ **DEVELOP** a pro-active maintenance plans to reduce costs, downtime and backlog.
- ❖ **APPLY** proven performance measurement tools tailored to your maintenance conditions in order to guarantee the successful execution of maintenance work.
- ❖ **ASSESS** and Benchmarking the organization,
- ❖ **ANALYZE** the gaps and developing a strategic roadmap and Plan of Improvement to begin implementation.



Workshop "Key Word" is : "Making a Difference".

OGEC/TMEI work for your validated results, not deliverables or a reports. The engagement whether large or small is not successful until solutions are implemented and validated.

We guarantee also at least 10 to 1 return on your investment (ROI) when using our services and implementing our action plans.

Who Should Attend ?

Organizational personnel who are accountable for implementing pro-active changes, to include:

- Plant Directors.
- Facility Managers.
- Maintenance Managers.
- Storeroom Supervisors.
- Storeroom Managers.
- Maintenance Planners.
- Maintenance Schedulers.
- Storeroom Staff.
- Maintenance Foremen.
- Maintenance Supervisors.
- Maintenance Coordinators.
- Plant Engineers.
- MRO Purchasing Procurement Staff.

Companies who have benefitted from Ralph's expertise

BP	The US Air Force
Total	Boeing
Petronas	Aalborg White
Marathon Oil Corp	Caterpillar
Petronas Carigali Myanmar	Honda
Chevron Offshore Thailand	Samsung
NLNG (Nigeria)	Toyota
Sinopec	Bayer
UBE Group (Thailand)	Port Tanjung Pelepas
ENGRO (Pakistan)	Johor Port
Titan Chemical	Northport
PTT Chemical	Lucent
PT PLN Persero	SIDERAR (Argentina)
Indorama	ThaiNamThip
TransGasIndo	Heinz
PTTEP	General Foods
Medco Energi	Wyeth-Aryst
...	Perodua
	Arvin Meritor
	...

Program Schedule

(Day 1 - Day 3)

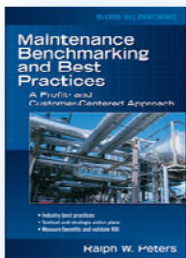
08:30	Registration
09:00	Morning Session Begins
10:30 - 10:50	Refreshments & Coffee Break
12:30	Lunch
14:00	Afternoon Session begins
15:30 - 15:50	Refreshments & Coffee Break
17:00	Course Ends

Pre-course QUESTIONNAIRE

To ensure that you gain maximum value from this course, a detailed **Questionnaire** will be forwarded to you upon registration to establish your exact training needs and issues of concern. Your completed questionnaire will be analyzed by the course trainer prior to the event and addressed during the event. You will receive a comprehensive set of course documentation to enable you to digest the subject matter in your own time.

You are strongly encouraged to bring your existing **Maintenance Audit** problems to be discussed as case studies.

Official Hotel... 'Les Oliviers Palace' – Sfax (Tunisia)



An Extensive Reference to Take Home:

TMEI provides more electronic references than any other course now being offered in the world. This workshop is based on Pete's book:

"Maintenance Benchmarking and Best Practices: A Profit and Service-Centered-Approach".

Each attendee will **receive an E-Book** copy of advertised book plus much more valuable references on CD. The electronic version allows easy application and duplication of all materials from the related book.

Course Fees:

Course rate includes participants Pack (Folder, Manual, Hands outs, etc...), Lunch, Refreshments & Coffee/Tea morning and afternoon of each day.

Accommodation:

Accommodation is not included in the course fees. However, any accommodation required can be arranged by OGEC at the time of booking.

Course Certificate:

OGEC/TMEI Certificate will be issued to all attendees completing the course.

Five Easy Ways to Register

- 1 Online Now!**
Get in Touch with Training Dept. via our Web Site: www.ogec-holding.com
- 2 E-Mail**
Email the registration Form to: training@ogec-holding.com
- 3 Call Us**
Call Training Coordinator at: +216 74 210 718
- 4 Fax**
Fax the completed Form to: +216 74 210 718
- 5 Mail**
Complete the registration Form and mail it to: 13, Lieopold Senghor 3000 /Sfax - Tunisia

