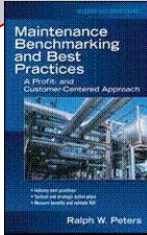


HRDF CLAIMABLE
WORKSHOP

Register before 30th
July 2007 and received
**A Recognised
Authority Worldwide
Book by Mr. Ralph's for
FREE!!!**



ADVANCED MAINTENANCE PRACTICES FOR RELIABILITY AND MAINTENANCE EXCELLENCE

*Improve your asset reliability and maximize your maintenance operation
for profit optimization.*

10th & 11th SEPTEMBER 2007, Berjaya Times Square Hotel, Kuala Lumpur

A HIGHLY-INTERACTIVE SERIES OF MODULAR SESSIONS WHERE DELEGATES WILL:

- ◆ **DEVELOP** your Scoreboard for Maintenance Excellence for Continuous Reliability Improvement (CRI)
- ◆ **UNDERSTAND** how to measure Maintenance Success through "*Ralph Peters' Proven 4 Benchmarking Tools*"
- ◆ **IDENTIFY** the techniques for motivating your Maintenance Workforce and improve the *Quality & Productivity* of their work
- ◆ **DEFINE** accurate Key Performance Indicators (KPIs) for the maintenance functions
- ◆ **EXPERIENCE** how to establish a Strategy of Profit Centered Maintenance
- ◆ **EXAMINE** how to **minimize** Maintenance Cost through adoption of Maintenance Excellence Best Practices.
- ◆ **UNDERSTAND** today's Best Reliability and Maintenance Excellence Practices
- ◆ **OPTIMISE** your maintenance routine to maximise plant uptime, and eliminate preventable failures
- ◆ **GAIN** maximum value and performance from your Contractors

PM: Billions being lost

Paying heavy price for
lack of maintenance

**A stitch in time saves nine', so it is
important to carry out regular
maintenance. The cost will also be
lower.'**

Abdullah

By Prime Minister Datuk Seri Abdullah Ahmad Badawi
News Straits Times—26th May 2007

REGISTER TODAY! CALL : +603 9282 6399

WHAT YOU WILL BRING BACK:

- ◆ **THE BENCHMARKING TOOLS :**
 - ⇒ The Scorecard for Maintenance Excellence - maximizes overall best practices
 - ⇒ The CMMS Benchmarking System - optimizes your technology investment
 - ⇒ The Maintenance and Excellence Index - validates bottom-line results
 - ⇒ The ACE Team Benchmarking Process - assures reliable planning times
- ◆ **Free 2 E-BOOKS:**
 - ⇒ Maximizing Maintenance Operations for Profit-Optimization
 - ⇒ Maximizing the Value of Facilities Management Operations.
- ◆ **A MAINTENANCE TOOLBOX :**
 - ⇒ The Result from the Maintenance Audit
 - ⇒ A Guide to Maintenance Excellence in your Organisation.

FACILITATED BY :



Mr. Ralph W. "Pete" Peters
Founder & President
The Maintenance Excellence
Institute



ORGANISED BY :



ETELS TRAINING NETWORKS SDN BHD

DAY ONE AGENDA

ADVANCED MAINTENANCE PRACTICES FOR RELIABILITY AND MAINTENANCE EXCELLENCE

Maintenance has often been regarded as a "**necessary evil**" or expense to the organization. One problem with managing the maintenance function effectively is that there are **seldom the proper measurement and control systems in place**. In order to effectively manage maintenance, a manager needs an effective method for capturing the impact of the maintenance function on the bottom line.

This workshop will examine current maintenance and specific performance indicators that will help you develop a system of indicators for your organisation.

REGISTRATION AND WELCOME COFFEE

ACTIVITIES

INTRODUCTION TO ADVANCED MAINTENANCE PRACTICES FOR RELIABILITY AND MAINTENANCE EXCELLENCE



GROUP EXERCISE : Introduction

- ◆ Today's Maintenance Challenge
 - ⇒ Plant Maintenance Operations
 - ⇒ Facilities Maintenance Operations
- ◆ Maintenance Around the World
- ◆ Ensure that **Basic Best Practices** Are in Place



CASE STUDY : Boeing Commercial Airline Group with 55 sites - Developing Your Maintenance Excellence Strategy
*A review of one of the **largest maintenance assessments ever conducted**.*



INDIVIDUAL EXERCISE : Using **The Scoreboard for Maintenance Excellence** To Define "*Where You Are Now*"

- ◆ Improving Building and Facilities Maintenance with **The Scoreboard for Facilities Management Excellence**

MORNING REFRESHMENTS

THE MAINTENANCE ORGANIZATION

- ◆ **Building and Leading an Effective Maintenance Team**
- ◆ Role of the Maintenance Leader
- ◆ Role of Planning/Scheduling
- ◆ Role of MRO Storeroom and Purchasing
- ◆ Role of Preventive/Predictive Maintenance



HIGHLIGHT ON THE CURRENT ISSUES : "**Emergency Maintenance**" : Handling the Unexpected

NETWORKING LUNCHEON

ACTIVITIES

IMPORTANT MAINTENANCE BEST PRACTICES

Reliability-Centered Maintenance (RCM), Enterprise Asset Management (EAM), or Total Productive Maintenance (TPM)? What is the correct strategy for your company? **Are there really any differences among these strategies?**

- ◆ Strategies for **Total Productive Maintenance (TPM)**
- ◆ **8** major pillars of TPM
- ◆ **Enterprise Asset Management (EAM)**
- ◆ Predictive and Condition Based Maintenance
- ◆ **Reliability Centered Maintenance (RCM)**



GROUP EXERCISE : Using **Risk Based Maintenance (RBM)** as a Risk Management Tool

- ◆ Maximize the Value of Your Current CMMS
- ◆ Implement proper workflow control for **Computerised Maintenance Management System (CMMS)** management



CASE STUDY ON SAP : SIDERAR (8 Steel Mills-Argentina) - Using the CMMS Benchmarking System
*Provides example of a **CMMS evaluation and selection process** performed for the **largest steel maker in Argentina**. Defines the methodology used to define cost savings and the criterion for evaluating CMMS for selection.*

AFTERNOON REFRESHMENTS

ACTIVITIES

MAINTENANCE PLANNING AND ESTIMATING

- ◆ Benefits and Tools for Effective Maintenance Planning
- ◆ The Maintenance Budget : apply **Best Practices** of accurate maintenance budgeting



INDIVIDUAL EXERCISE : Defining Backlogs and your **Total Maintenance Requirements**

- ◆ Estimating Methods



GROUP EXERCISE : **The ACE Team Process** for Reliable Planning time
Analyze a sample repair job using the ACE Team Process and develop a planned time including all allowances.

1700 OPEN FOR Q&A SESSION

1730 END OF DAY ONE

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DAY TWO AGENDA

ADVANCED MAINTENANCE PRACTICES FOR RELIABILITY AND MAINTENANCE EXCELLENCE

RE-REGISTRATION AND WELCOME COFFEE

MANAGING AND LEADING THE MAINTENANCE STAFF

ACTIVITIES

Maintenance planning is the key to improving maintenance productivity. But how do you go about adding a maintenance planner to your staff ?

Controlling maintenance resources is the goal of all maintenance managers. But what exactly are maintenance resources? You can divide maintenance resources into three areas:

Labor, materials and miscellaneous expendables. **The maintenance labor portion is the largest part of the maintenance resources dollar \$\$\$.**

- ◆ Effective Scheduling Methods and Work Execution
- ◆ Techniques for motivating your **Maintenance Workforce** and improve the *Quality & Productivity* of their work
- ★ **INDIVIDUAL EXERCISE** : How to Measure and Improve Craft Productivity
- ◆ On-the-Job Training and **Craft Skills Development**
- ◆ **Measuring Results** from Planning / Scheduling

MORNING REFRESHMENTS

ACTIVITIES

CONTROLLING MAINTENANCE WORK AND CONTRACTOR PERFORMANCE

Many companies are trying to optimize the use of their assets, and that means they are taking a closer look at the best ways to manage maintenance and measure its effectiveness.

Companies' focus on optimizing their assets involves virtually all parts of their organizations. However, since maintenance departments have the greatest impact on the condition and ultimately the capacity of assets, **companies are looking especially for the best methods for managing maintenance.**

- ◆ **Developing Key Performance Indicators and Your Maintenance Excellence Index**
- ★ **GROUP EXERCISE** : Validating *True Return on Investments* for Maintenance Best Practices

NETWORKING LUNCHEON

CONTINUATION OF CONTROLLING MAINTENANCE WORK AND CONTRACTOR PERFORMANCE

- ◆ Key Elements of an **Effective Maintenance Contract**
- ◆ **Key Criterion** for Contractor Selection
- ◆ Improving **Contractor Performance: 10 Key Steps**

AFTERNOON REFRESHMENTS

ACTIVITIES

CONTINUOUS RELIABILITY IMPROVEMENT IN MAINTENANCE

- ◆ **CRI—Continuous Reliability Improvement** of All Maintenance Resources
- ★ **INDIVIDUAL EXERCISE** : How to Successfully Audit Your Maintenance Organisation by using **The Scoreboard for Maintenance Excellence**
- ★ **BRING BACK** : A Maintenance **tool-box** for success and what the results mean for your future.
- ◆ **Developing Your Plan** for Reliability and Maintenance Excellence
- ★ **GROUP EXERCISE** : **Maintenance Action Plan** — A personal plan for improving your current maintenance operation.

1700 OPEN FOR Q&A SESSION

1730 END OF DAY TWO

WHO SHOULD ATTEND

Advanced Maintenance Practices For Reliability and Maintenance Excellence Workshop has been designed and developed for **Heads, VPs, Directors, GM, Senior Managers, Managers, Executives** of:

- ◆ Maintenance
- ◆ Equipment / Facilities
- ◆ Reliability
- ◆ Engineering
- ◆ Industrial
- ◆ Manufacturing
- ◆ Operations
- ◆ Plant / Factory
- ◆ Planning & Scheduling
- ◆ Technical Services
- ◆ Utility
- ◆ Strategic Production / Production
- ◆ Building / Complex Management
- ◆ Property
- ◆ Projects

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ADVANCED MAINTENANCE PRACTICES FOR RELIABILITY AND MAINTENANCE EXCELLENCE

YOUR WORKSHOP LEADER

A Top-Notch Trainer in the Field of Maintenance Management



Ralph W. "Pete" Peters has over 35 years of practical engineering expertise, operations management and maintenance experience at the shop floor level. As **Founder/President of The Maintenance Excellence Institute (TMEI)** he has helped operations such as the UNC-Chapel Hill, Air Combat Command, Boeing, Heinz, General Foods, Biglots Stores, Marathon Ashland Oil, British Petroleum, Polaroid, Great River Energy, Wyeth-Ayerst, Cooper Industries, National Gypsum, Lucent Technologies, Carolinas Medical Center and the US Army Corps of Engineers achieve success in plant, fleet, healthcare and facilities maintenance operations.

During his career he has performed over **300 Scoreboard for Maintenance Excellence** assessments in over 20 countries. He has served two manufacturing operations (Cooper Tools Crescent/Xcelite and Channel Master) as a Plant Manager. As Director of Facilities Management, he managed a 225-employee physical plant operation for the State of North Carolina. He also served as Director, Productivity Management Division, NC Department of Transportation and helped establish the first fleet maintenance management system in US. **Pete is author for Maintenance Benchmarking and Best Practice from McGraw-Hill, The Guide to Computerized Maintenance Management Systems, two E-Books and four maintenance chapters in various handbooks.**

He is also the author of over 200 articles and publications. Pete is currently a frequent speaker and TureWorkShop presenter/facilitator for **TMEI and has delivered presentations on manufacturing and maintenance-related topics worldwide in over twenty countries.** Pete received his BSIE and Masters in Management Information Systems from North Carolina State University. He is a graduate of the US Army Command and General Staff Course, the Civil Affairs Officer Course, the Military Police Officers Course and the Engineer Officers Advanced Course. He is retired from the NC Army National Guard (1995) with 28 years of concurrent service and serving in Vietnam and during Desert Storm.

During his active US Army Corps of Engineers and NC Army National Guard career, he directed maintenance operations at company, battalion and brigade levels to include command of a **Direct Support Maintenance and Supply Company** in Vietnam. **He is certified as a Total Quality Management facilitator for the National Guard Bureau.**

WHY YOU SHOULD ATTEND PETE'S WORKSHOPS

A COMPLETE AND PROVEN PROGRAM FOR PROFIT AND CUSTOMER-CENTERED MAINTENANCE

Training for Maintenance Excellence has won the "Top 100 Website Award." The course offerings will provide a **measurable return on investment** to justify your training dollars.

The most beneficial part is that Training for Maintenance Excellence "is not over when it's over". Following completion of each workshop sessions, each participants will receive

- ◆ Personal follow-up on individual Maintenance Issues,
- ◆ One on one coaching on Maintenance Excellence,
- ◆ Bring back A Maintenance Toolbox for Success : as a guide to achieve Maintenance Excellence in your Workplace!



PROGRAMME SCHEDULE Day One & Day Two

08:30	Registration & Morning Coffee
09:00	Workshop Begins
10:30 - 10:45	Morning Refreshment
12:30	Networking Luncheon
13:30	Afternoon Session Begins
15:30 - 15:45	Afternoon Refreshment
17:00 - 17:30	Course Concludes

SOME COMPANIES WHOM HAVE WORKED WITH PETE

- ◆ Atomic Energy Canada Limited (2 sites)
- ◆ Air Combat Command (3 Bases)
- ◆ Boeing Commercial Airplane Group (55 sites)
- ◆ Braun Medical
- ◆ Bucyrus International
- ◆ British Petroleum (BP)
- ◆ Big Lots Distribution Centers (4 sites)
- ◆ Carolinas Medical Center
- ◆ Cascade Engineering-MI (4 sites)
- ◆ Caterpillar International
- ◆ Cu Long Operating Company (Vietnam)
- ◆ Consolidated Thermoplastics (3 sites)
- ◆ Cooper Tools/Cooper Industries (9 plants)
- ◆ DIMON International (4 sites)
- ◆ Ford Motor International
- ◆ General Foods
- ◆ GlaxoSmithKline
- ◆ Great River Energy
- ◆ Honda International
- ◆ Howard Technology, Dubai
- ◆ Heinz USA
- ◆ Lucent Technologies (2 sites)
- ◆ Marathon Ashland Petroleum(4 sites)
- ◆ National Defense
- ◆ NC Department of Transportation (15 Division)
- ◆ National Gypsum (3 sites)
- ◆ Petrokemya-SABIC of Saudi Arabia
- ◆ Polaroid Corporation
- ◆ Pratt & Whitney
- ◆ Rocketdyne Propulsion (Div of Boeing)
- ◆ Rockwell International
- ◆ Rohm & Haas
- ◆ SIDERAR (8 Steel Mills-Argentina)
- ◆ The Marmaxx Group
- ◆ The Werner Company (3 sites)
- ◆ Wyeth (3 sites)
- ◆ Wyeth Medical
- ◆ Weyerhaeuser
- ◆ Qatar Petroleum

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