

Best Practices in Maintenance Management

Establish World-Class Practices to Achieve Maximum Operating Efficiency and Link
Maintenance to Overall Business Goal

Venue: Emperors Palace, Johannesburg. Dates: 15th –17th May, 2013. Trainer: Ralph "Pete" Peter

Key Objectives of this MasterClass:

- **Define** 'where you are' with current maintenance best practices
- **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
- **Compare** your operation to other maintenance operations and bring it to the next level
- **Acquire** the key steps for successful best practice implementation
- Getting management **Buy-in**
- **Boost** asset utilization and equipment availability
- **Embrace** asset management strategies & new technology

Extensive electronic references and guides are provided so that each attendee can apply what they will earn during this MasterClass. Each attendee receives these very important deliverables, most in easy to use Excel format.

- **The Scoreboard for Maintenance Excellence** – Recognized as today's best tool for auditing a maintenance operation & benchmarking the best practices needed for world class maintenance
- **The CMMS Benchmarking System** – An exclusive benchmarking tool that will help gain maximum value from existing CMMS
- **The Reliability & Maintenance Excellence Index** – A powerful measurement process to validate shop level results
- **The ACE Team Process** – Another exclusive process developed by your instructor to establish reliable planning times for maintenance type
- **Comprehensive Materials** - Attendees receive hard copy plus electronic copy for each of the 300+ PowerPoint's used during the presentation
- **Extensive Electronic References and Case Studies** on the topic from the collection by your course facilitator
- **The Book by Ralph W. Peters, Maintenance Benchmarking and Best Practices: A Profit and Customer-Centered Approach** in easy to use E-Book format

Who Should Attend:

- Maintenance Managers
- Maintenance Superintendents
- Maintenance Engineers
- Production Managers
- Supervisors, mid-level, or executives who would like to leverage on performance measurement to motivate, coordinate, and achieve the business goals of your organization



To reserve your seat please send the registration form to info@rbttraining.co.za or fax it to 086 763 6317.

Booking hotline is +27 11 025 5797

Your Expert Presenter

Ralph W. 'Pete' Peters is Founder and President of The Maintenance Excellence Institute. He is a highly recognized leader around the world in the areas of implementing maintenance best practices, developing effective productivity measurement and initiating long-term operational improvement processes, within both the public and private sectors. He has served worldwide organizations in over 20 countries needing the application of proven maintenance best practices and experience.

Pete's value as a consultant has been enhanced through his direct leadership and profit and loss responsibilities within large maintenance and manufacturing plant operations prior to focusing upon consulting. His scope of expertise in governmental operations productivity has firmly established his personal capabilities and that of The Institute of Industrial Engineers, the Association of Facility Engineers and the Society of Maintenance and Reliability Professionals. He has been involved in manufacturing operations management, system implementation, facilities management, maintenance and governmental productivity consulting for more than **30** years.

Clients from the manufacturing and maintenance sectors have included operations in the petrochemical, aerospace, manufacturing, mining, pharmaceutical, hand-tool manufacturing, utilities and automotive industries, in addition to construction fleet management, public transit operations and facilities management for healthcare, educational and governmental facility complexes.

His partial client list includes:

- The US Air Force's Air Combat Command, Boeing, BP,
- Caterpillar, Honda, Lucent, Heinz, General Foods
- Wyeth-Arrest, Perodua, Titan Chemical, Petronas
- Toyota, Samsung, Port Tanjung Pelepas, PTT Chemical
- PT PLN, Medco Energi, Bayer, Chevron, Indorama

Pete is the author of over 200 articles and publications. He is the author of a best selling book, *'Maintenance Benchmarking and Best Practices – A Profit and Customer-Centered Approach'*. As a frequent speaker, he has delivered speeches and seminars on maintenance-related topics worldwide in over 20 countries.

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.

Course Summary

The maintenance of physical assets can no longer be treated as an 'engineering problem'. The competitive environment in which business operates requires an approach that integrates the operational objectives of the business and the life-cycle objectives of the physical assets. The effectiveness of asset management has not improved significantly in many organizations in spite of the implementation of powerful computerized management systems. Research shows that a lack of physical asset management skills at all levels of the maintenance and operations workforce lies at the core of the problem.

This highly interactive course are designed to provide the workforce with essential physical asset management skills, gain a clear understanding of their role and work more effectively within a team environment. This 3-day course on Maintenance Management Best Practices is aimed at operations and maintenance managers, operations and maintenance supervisors, and maintenance planning personnel. The program provides the delegate with study material on the basic principles of effective maintenance planning, as well as proven techniques for the development of an effective maintenance plan, the planning and control of maintenance work, shutdown management, and management reporting and analysis.



RBT training courses are thoroughly researched and carefully structured to provide practical and exclusive training applicable to your organization.

Benefits include:

- Thorough and customized programmes to address current market concerns
- Illustrations of real life case studies
- Comprehensive course documentation
- Strictly limited numbers

Day One

Modern Maintenance Management Practice in Perspective

Maintenance Practice in Perspective

- Maintenance in the Business Process
- Evolution in Maintenance Management
- Maintenance Management Approaches
- The Management Process in Maintenance
- Approaches to improvement

World-Class Maintenance Management Maintenance Management Systems

Section A : Structure for Planning

- Maintenance History Record
- Maintenance Information
- Works Order Control
- Maintenance Work Prioritization
- Notifications and Work Requests

Section B :Master Schedule

- Access current workload
- Determine Labor availability
- Determine Plant & Equipment availability
- Develop Draft Master Schedule
- Master Schedule: Review Meeting
- Master Schedule: Implementation
- Backlog Management

Day Two

Maintenance Management Systems

Section C : Implementing Work Control

- Spares Procurement, Issue & Control
- Planned Work Control Procedure
- Unplanned Work Control Procedure
- Planner and Supervisor Roles

Section D :Computerized Maintenance Management Systems

- Manual Systems
- What does a CMMS do? What returns can be expected?
- Factors in good and bad maintenance
- CMMS Functionality
- Implementation Strategy

Section E : Performance Indicators

- Management and Information
- Workload Performance Indicators
- Planning Performance Indicators
- Effectiveness Performance Indicators
- Cost Performance Indicators

Preventative Maintenance & Maintenance Strategy

Section A : Failures: Modes, Effects & Consequences

- Equipment Functions
- Functional Failures

- Failure Modes
- Failure Effects
- Failure Consequences

Section B :Develop Failure Management Policies (Maintenance Tasks)

- Failure Patterns
- Routine Restoration and Discard Tasks
- Condition Monitoring Tasks
- Reliability- centered Maintenance

Section C : Implementing Failure Management Policies (Maintenance Plan)

- Proposed Routine Maintenance Tasks
- Organizing Failure Management Policies
- Corrective Maintenance Planning

Day Three

Maintenance Logistics & Cost Control

Section A : Managing Maintenance Logistics

- Maintenance Task Detail Planning
- Maintenance Levels
- Support Documentation
- Maintenance Facilities & Support Equipment
- Logistics Flow Path

Section B : Maintenance Work Estimating

Section C : Manage Maintenance Cost Effectiveness

- Reducing Cost Reduction : Case Studies
- True Downtime Cost
- Comparing Maintenance Costs

Section D : Life Cycle Concepts

Maintenance Excellence

- The Empowering Leader
- Coaching and Feedback
- Motivation
- Operations + Maintenance = Production
- Total Productive Maintenance
- Framework for achieving best practice

Practical Assignments

- Typical week in Maintenance
- Maintenance Job Prioritization
- The Bleach Plant Master Schedule
- Cost Benefit Analysis of Failure Management Policies

Solutions to Assignment

- Typical week in Maintenance
- Maintenance Job Prioritization
- The Bleach Plant Master Schedule
- Cost Benefit Analysis of Failure Management Policies