



# Maximizing Maintenance for Operational Excellence

*In Association with :*

**The Maintenance Excellence Institute**

**Faculty :** Ralph W. Peters, Founder & CEO

25<sup>th</sup> - 26<sup>th</sup> Oct 2007



*Results from this workshop guarantee a return on investment to cover your time & trading cost.*

- ✓ Register 8 delegates for the price of 6 before Aug 24th, 07.
- ✓ Register 4 delegates for the price of 3 before Aug 24th, 07.



*Make Plans Now!*

Limited seats in  
Delhi  
**Register Now !**

*For Registration:*

Tel : 022 - 2670 7193

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*Organized by:*

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# Maximizing Maintenance for Operational Excellence

*Dear Maintenance Professional,*

*Together with GKC, we have had the privilege of working with many of you over the past 10 years or so in the Asian Region. We are now extremely pleased to move our training and education programme to a new level. Together with the **Maintenance Excellence Institute** in North Carolina, USA, we are proud to offer you the Best selling workshop on “**Continuous Reliability Improvement for Profit Optimization**”. Although the workshop has been running very successfully in North America and selected other regions, this is the first time it is being offered in India.*

*Workshop is for two days to be run in “October 25th & 26th 2007” at Delhi. Attendance at each session will be limited so that we can provide personal attention to each of you - so we encourage you to reserve your place as early as possible. To ensure you get full attention the workshop is capped so that you have ample time to have your questions addressed.*

*One thing is for sure - you will receive a warm welcome from us and we promise you a challenging, interesting and exciting workshop. Please join us. We look forward to welcoming you to this exciting event.*

Best Wishes

*Ralph W. Peters*  
Founder & CEO

**Sign up Today !**  
**Team of 10 or more will**  
**attract generous discount !**

## Your Expert Course Director

**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 Viet Nam 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

# Maximizing Maintenance for Operational Excellence

## A Maintenance Excellence Strategy for Profit Optimization

The Maintenance Excellence Institute has scheduled an intense 2-day workshop; Continuous Reliability Improvement for Profit Optimization in Oak Island, NC from May 25th - 26th Oct, 2007. This workshop is based on the very popular book from McGraw-Hill Professional Book Division: Maintenance Benchmarking and Best Practices: A Profit and Customer-Centered Approach by TMEI Founder Ralph W. "Pete" Peters.

Total operations success with profit and customer service is the bottom line goal. Continuous reliability improvement of all resources and maintenance excellence are core requirements. This event is for Maintenance Leaders at all levels and for those interested in improving reliability and operational excellence. It provides a review of today's best reliability technologies and maintenance practices, how you can apply them and how your operation can benchmark for Continuous Reliability Improvement. This offering is specifically tailored for manufacturing plant maintenance pure facilities maintenance and health care operation.

**Workshop Deliverables:** This workshop provides a maintenance strategy that you can develop and implement. Most importantly it provides four important deliverables to your measure results; all in easy to use Excel format.

1. The Scoreboard for Maintenance Excellence for benchmarking against today's best practices. Here you can define your maintenance strategy and your best practices needs.
2. The CMMS Benchmarking System is to support gaining maximum value from an existing CMMS and to define improvement needs and functionality gaps.
3. The maintenance Excellence Index as a powerful, performance measurement process to validate & to benchmark you monthly results at the shop level.
4. The ACE TEAM Benchmarking Process is a proven method to develop reliable planning time to schedule work effective, measure craft performance and to clearly define backlog of work and total maintenance requirements.

**Your Results:** The primary goal of this workshop is for you to take new ideas and best practices and apply them to your operation. Attending this event gives you the rights for using & applying you Scoreboard to your operation for future self-assessments. Your results will be in the form of written plan of actions that you can present to your Top Leaders. Some may be longer term; strategic and tactical plans, while others may be shorter term; operational and "Do it Now" items. The best practice topics we cover will allow you to define priorities for improvement. You will also complete work that will develop important measures for your operation and your Maintenance Excellence Index to validate bottom line results of maintenance improvement.

**The Scoreboard for Maintenance Excellence:** Our current 2007 Scoreboard for Maintenance Excellence has 27 best practice categories and over 360 best practice items. Our Scoreboard best practice categories will be used as discussion topics and can be the baseline for building your Scoreboard for Maintenance Excellence and your plan of actions. All 27 best practice categories will be covered as part of this 2 day workshop and learning adventure.

**Team Work and Idea Sharing:** This workshop is to include representatives from different types of maintenance operations. Organizational teams will work together and individual attendees will be grouped with like maintenance types when possible. All attendees will get a good flavor for maintenance outside their type of operation. Formal team presentations of team work during practical exercises will be scheduled along with a session devoted to idea and success story sharing by attendees.

**It Is Not Over When It Is Over:** This workshop "is definitely not over when it's over". Following completion of this event, there is a personalized follow-up scheduled for each organization attending. Personal follow-up and one on one coaching is to help you apply your Scoreboard for Maintenance Excellence as a self assessment tool and to apply the key topics from the workshop.

**Take an Important First Step:** This training process, like the new book is for the public & private sector. It will help provide an important first step toward improving the maintenance process & the business of maintenance in your operation.

**Registration begins at 8:30 am & ends at 5 pm on both the days**

# Maximizing Maintenance for Operational Excellence

## DAY ONE: 25<sup>th</sup> Oct, 07

- ◆ Participant Introduction and Workshop Objectives:
- ◆ Participants Review Their Top 5 Improvement Priorities
- ◆ Key Elements of a Successful Maintenance Strategy
  - ◆ Profit-Centered Maintenance
  - ◆ Customer-Centered Maintenance
  - ◆ Continuous Reliability Improvement (CRI)
  - ◆ Reliability-Centered Maintenance (RCM)
- ◆ Introduction to The Scoreboard for Maintenance Excellence
- ◆ Why CRI Goes Well Beyond the RCM Process
- ◆ How to Improve Total Operations Culture toward
  - ◆ PRIDE in Maintenance.
- ◆ How to Operate Maintenance as an Internal Business
- ◆ Why Craft Skills Development is Important?
- ◆ Operator Based Maintenance & PRIDE in Ownership
- ◆ Improving Craft Productivity and Wrench Time
- ◆ Work Management and Backlog Control
- ◆ Case Study Reviews

## Who should ATTEND ?

- ◆ Maintenance Managers
  - ◆ Maintenance Supervisors/Foreman
  - ◆ Maintenance Planners/Coordinators
  - ◆ Maintenance Engineers
  - ◆ Plant Engineers/Physical Plant Directors
  - ◆ Facility Managers/Property Managers
  - ◆ Maintenance Storeroom Managers
  - ◆ MRO Purchasing and Procurement Staff
- OR Professionals who are responsible for maintaining and managing the physical equipment assets of your plant. Participant typically represent large facilities and plant from industries such as mining, oil and gas, pulp and paper, utilities, primary metals, heavy manufacturing and large sophisticated facilities.

**GKC** In association with TMEI is also proud to present **Ralph W. Peter's** Workshop on  
"Continuous Reliability Improvement for Profit Optimization"  
at J W Marriott, Mumbai on 22<sup>nd</sup> - 23<sup>rd</sup> Oct, 07.  
For Details Contact : +91 22 2670 7193 OR  
Hussain : +91 98208 08526

## Why This WORKSHOP ?

Improving reliability and profits is not based on a single program like Reliability Centered Maintenance. It must be based a process of Continuous Reliability Improvement (CRI). Total operations success is the goal for survival. Excellence with an effective maintenance strategy in place. A clear understanding of today's best maintenance practices is so important to their successful application and gaining bottom line results.

We have used our scoreboard for Maintenance Excellence for over 300 assessments and helped several many large organizations develop a client specific Scoreboard for Maintenance Excellence. This workshop will allow you to develop a Scoreboard for Maintenance Excellence that is unique to your operation and to put in practice the best practices that are needed in you organization.

## DAY TWO: 26<sup>th</sup> Oct, 07

- ◆ Planning for Maintenance Excellence
- ◆ Improving Maintenance Planning, Estimating and Scheduling
- ◆ Modernizing Your Storeroom Operations
- ◆ How to Improve MRO Materials Management
- ◆ Gaining Maximum Value from Preventive/Predictive
  - ◆ Maintenance & Other Technologies
- ◆ Safety and Regulatory Compliance
- ◆ Why Maintenance Engineering Support is Essential?
- ◆ Maintenance's Role in Quality Improvement
- ◆ Developing Your Maintenance Excellence Index to Validate Results
- ◆ Using the CMMS Benchmarking System to Maximize the Value of Your CMMS
- ◆ Selected Presentations of Improvement Plans By Participants
- ◆ Workshop Summary