

# Maximizing the Value of Your CMMS/EAM

*How to Optimize the Return on Investment for Your Computerized Maintenance Management System (CMMS)/Enterprise Asset Management (EAM)*

**1<sup>st</sup> – 2<sup>nd</sup> December 2011 (Thursday - Friday)  
Johannesburg, South Africa**



## Ralph W. "Pete" Peters

- International Trainer, Author, Engineer and Consultant with over 35 years of experience
- Founder/President of The Maintenance Excellence Institute (TMEI), USA

### Key Course Benefits

**Upon completing this 2-day Masterclass, you will be able to:**

- Measure Results from Your Overall Maintenance Operations
- Ensure data integrity of your Current Databases and "Do It Right the First Time"
- Benchmark against other Best Practices Needed to Make CMMS More Valuable
- Understand and overcome implementation barriers to CMMS to make CMMS work for you
- Evaluate Your Current CMMS and Show a True Return on Investment for Your CMMS



### About Your Expert Trainer:

Ralph W. "Pete" Peters is a highly recognized author-trainer and 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.

Clients who have benefitted from Ralph Peters' expertise include:

- SIDERA Steel
- British Petroleum
- Boeing
- Honda
- Lafarge Corporation
- Nigeria Liquid Natural Gas
- Caterpillar
- Polaroid
- Campbell Soup
- Wyeth-Ayerst
- Ford
- Heinz

### Why Attend This Masterclass?

The ability of using Computerized Maintenance Management Systems (CMMS) to improve maintenance processes is very often limited after the actual purchase. Much depends on the people using the CMMS and the maintenance business process of which the system is part of. As many as over 90% of organizations are capable of improving an existing CMMS to reap greater value from an existing CMMS and achieve improved profit and customer-centered maintenance support to their total operation. In fact, surveys show that only about 30% of CMMS functionality is actually being used effectively.

Salvo's 2-day Masterclass on "**Maximizing the Value of Your CMMS Systems**" is guaranteed to help you gain better use of your CMMS and improve the utilization of CMMS in both the public and private sectors. The primary purpose is to help you improve your existing CMMS **regardless of the vendor**. It has **universal applications and benefits**, whether you are using SAP, MAXIMO or any of the many systems available. This course will help you improve all six maintenance resources; **people, physical assets, technical skill resources, parts/materials, the hidden assets of teamwork and of course, information resources**. Our goal is for you to get the best value possible from the CMMS you have or are intending to put in place.

#### EXCLUSIVE TAKE-HOME MATERIALS ON CD!

##### **Best Practice Benchmarking Tools in Excel Format**

- The Scorecard for Maintenance Excellence helps you define where you are with your current maintenance practices against 27 best practice categories and over 300 best practice items. It is today's most comprehensive benchmarking tool
- The Computerized Maintenance Management System Benchmarking System allows you to rank your current CMMS installation, identify specific improvement needs, and continuously monitor results after the course
- The Reliable Maintenance Excellence Index provides complete procedures to develop your own world-class methodology to measure maintenance performance including the benefits from PM, PdM, RCM and other best practices

##### **Complimentary E-Book**

- Each delegate receives a complete, full-colour and unabridged E-book version of Pete's McGraw Hill's book "*Maintenance Benchmarking and Best Practices: A Profit and Customer-Centered Approach*"
- Your organization receives internal reproduction rights for all materials

##### **Reference Materials**

- These include all Powerpoints used, class exercises, case studies, TMEI articles and references such as "The TMEI Maintenance and MRO Materials Management Glossary" (a comprehensive glossary of maintenance and spare parts management terms) collected over many years of experience

##### **Complimentary Follow-Up Support**

- Even after the course is completed, the trainer provides complimentary follow-up support via phone, e-mail or GoToMeeting virtual sessions when needed

### More About Your Expert Course Leader

**Ralph W. “Pete” Peters** is a highly recognized author-trainer and 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. His 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. He has been Managing Director at two large manufacturing plants and is the author of major books and handbook chapters with 200 articles and publications, including *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 40 countries

Pete has helped many notable organizations achieve success and strong returns on physical asset investment, including:

- Marathon Oil Corporation
- NC Department of Transportation
- Polaroid
- Sheetz Inc
- UNC-Chapel Hill
- Lucent Technologies
- BigLots Stores
- Caterpillar
- Ford
- General Foods
- Great River Energy
- Heinz
- Honda of America
- Lafarge Corporation
- SIDERA Steel
- Air Combat Command
- Anderson Packaging Inc.
- Atomic Energy Canada Ltd
- Boeing Commercial Airplane Group
- British Petroleum
- Campbell Soup
- Nigeria Liquid Natural Gas
- Carolinas Medical Center
- Cooper Industries

He received both his BS Industrial Engineering and Masters of Industrial Engineering focused upon management information systems from North Carolina State University.

### Who Should Attend?

This course will be valuable professional development for a wide range of persons involved with **Maintenance. Information Technology** staff serving as **Systems Administrators** will find it most helpful. While focused upon improving an existing CMMS, it will be extremely useful to operations that are either upgrading or implementing CMMS for the first time.

**Reliability Managers, Reliability Engineers, Maintenance Managers, Supervisors, Superintendents,** as well as **Planners & Schedulers** will find this course extremely valuable. If you are managing **Contract Maintenance** operations, this course will help you integrate contractor work into CMMS and gain maximum value from expensive contract labor resources.

This course is targeted at all industries and types of maintenance processes. It is particularly relevant to: **Mining, Oil & Gas, Utilities, Pharmaceutical & Healthcare, Government, Construction, Food & Beverages, Manufacturing, Chemicals etc.**

### Course Outline for Day 1 : Thursday, 1st December 2011

08.30 **Coffee & Registration**

09.00 **Introduction**

- Review of Top 5 Priorities for Improvement by Attendees
- CMMS: A Maintenance Business System for Profit and Customer-Centered Results
- Defining Where You Are: Using The CMMS Benchmarking System

10.30 **Coffee Break**

10.45 **A Strategy to Gain Maximum Value from CMMS**

- Determine the True Need for CMMS
- Determine Maintenance Best Practices Needed
- The CMMS Evaluation and Selection Process
- The Maintenance Best Practice Implementation Process
- The CMMS Implementation Process
- The CMMS Benchmarking Process

12.30 **Networking Lunch**

13.30 **Return on CMMS Investment**

- How to Improve Operations Culture & PRIDE in- Maintenance for CMMS Acceptance
- Using CMMS to Validate Savings and Benefits and to Improve Customer Service
- CMMS Success Stories and Case Studies: **BP, Marathon Oil, Nigerian Liquid Natural Gas**

**Case Studies**

Evaluating, Selecting and Justifying a CMMS and Related Best Practices (SIDERA Steel)

**Activity**

Review of Participant's CMMS Benchmarking System Results  
✓ Strengths ✓ Weaknesses

15.00 **Coffee Break**

15.15 **Improving Existing CMMS Databases or "Doing Them Right the First Time"**

- Physical Assets /Equipment History Database
- MRO Parts/Material Database
- PM/PdM Procedures
- Standard Job Plans and Others
- How to Conduct a Scoreboard for Maintenance Excellence Self-Assessment

**Activity**

Review Scoreboard and Define Priority of Best Practice Needs

17.00 **End of Day 1**

### Course Method

This course is designed as an interactive mix of lectures, case studies, discussions, class exercises and templates. Delegates will develop a personalized action plan for their Top 5 Improvement Areas to bring back for implementation within their respective organizations. **Each delegate is required to bring along a laptop to be used during class exercises.**

### Course Customisation to Your Priorities

A pre-course questionnaire will be issued to delegates immediately upon registration. This important pre-course work allows each delegate to identify and address their Top 5 specific improvement needs and concerns, which the trainer will review and discuss during the course. In addition, delegates will be issued with the **CMMS Benchmarking System**, which allows you to conduct a pre-course self-assessment of your existing CMMS by ranking your current installation to identify specific improvement needs. .



### Course Outline for Day 2: Friday, 2<sup>nd</sup> December 2011

08.30 **Coffee & Registration**

09.00 **Effective CMMS Requires Best Practices for Greatest Possible Return on Investment (ROI)**

- Best Practices in Using CMMS to Improve:
  - ✓ *Work Management and Control*
  - ✓ *Planning, Estimating and Scheduling*
  - ✓ *Inventory and MRO Materials Management*
  - ✓ *Budget and Cost Control*
  - ✓ *Preventive/Predictive Maintenance*
  - ✓ *Overview of Reliability-Centered Maintenance (RCM)*

#### Activity

Review Prioritized Best Practice Needs of Participants

10.30 **Coffee Break**

10.45 **Working Smarter so CMMS Works for You**

- How PM/PdM improves Overall Equipment Effectiveness (OEE)
- Improving Craft Productivity and Overall Craft Effectiveness
- Measuring OCE (Overall Craft Effectiveness)
  - ✓ *Craft Utilization*
  - ✓ *Craft Performance*
  - ✓ *Craft Service Quality*

12.30 **Networking Lunch**

13.30 **CMMS Functionality Evaluation: Determining the Things Your CMMS Needs to Achieve**

- Achieving and Validating Results with Your Reliable Maintenance Excellence Index
- Key Performance Metrics and Measures of CMMS Success
- Review of Qualitative & Quantitative Factors for Effective CMMS Utilization

#### Case Studies

A Look at CMMS Functions and How To Compare Different Systems

15.00 **Coffee Break**

15.15 **CMMS is Essential for Continuous Reliability Improvement**

- Going Well Beyond Total Productive Maintenance and Reliability-Centered Maintenance to Improve All Six Maintenance Resources:
  - ✓ *People*
  - ✓ *Physical Assets*
  - ✓ *Technical Skill Resources*
  - ✓ *Parts/Materials*
  - ✓ *Teamwork*
  - ✓ *Information Resources*

#### Activity

Developing a Plan of Action to Increase the Value of Your CMMS

16.30 **Team Presentations and Closing Remarks**  
17.00 **End of Day 2**

### Certificate of Completion

A Certificate of Completion will be issued to all delegates completing minimum of 90% of the total hours of the course.



### Why Not Bring This Training Internally?

This training can be customised into an In-house training program just for your organisation. To find out more, please contact **Gale** at: Tel: **+65 6293 8355** or E-mail: **internaltraining@salvoglobal.com**

### Outcome of the Master Class

By the end of this intensive 2-day Masterclass, delegates will be able to benefit from a Computerised Maintenance Management System (CMMS) that is integrated with the overall maintenance and business processes, ensure the data quality and integrity of the current databases, save costs by doing it right the first time, evaluate their current CMMS and benchmark against best practices using TMEI's CMMS Benchmarking System, in order to demonstrate a true Return on Investment. In addition, delegates will take home universally applicable concepts to make their CMMS more valuable.