

Contracted Maintenance

Register before
06 Oct 2011
SAVE
US\$ 200/-

3-Day Master Class

06 - 08 December 2011, Al Murooj Rotana Hotel, Dubai, UAE

Maximizing the Value of Contracted Maintenance Services

Outsourcing Maintenance or In-house Maintenance? Who will win?

Is contract maintenance the best value as compared to in house maintenance?

Are your practices supporting maintenance contractors with a total team effort ?

Are you truly measuring performance and getting maximum productivity from contractors?

This interactive Master Class is to help both Maintenance Contractors and those who manage Contract Maintenance.

“You cannot assume contractors bring best practices as part of the deal.”

Both sides will benefit. Pete Peters, your instructor / coach has seen the good, bad and really ugly side of Contract Maintenance.

This Master Class was developed as a result of consulting projects where contractors were not customer-centered and the organizational managers of contractors were not getting maximum value. As more and more maintenance leaders become victims of outsourcing there is a desperate need for this important topic. This course is about building a strong team with contractors while holding them more accountable for cost, productivity and customer-service.

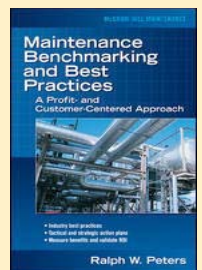
Who Should Attend ?

This workshop is tailored for manufacturing plant maintenance, pure facilities maintenance, healthcare operations as well as fleet management operations. It has been designed and developed for: Heads, VPs, Directors, GM, Senior Managers, Managers, Executives of: Engineering • Maintenance • Contracts • Plant • Facility • Manufacturing • Storeroom • Anyone who manages Contracted Maintenance

Programme Bonus

Register on or before 6th November 2011 and receive A Recognised Authority World-wide Book by **Mr. Ralph's** for

FREE!!!



Organized By



+971 4 214 9560

+971 4 214 9501

info@tcqtriangle.com

www.tcqtriangle.com

Your Presenter

Mr. Ralph W. "Pete" Peters



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 & 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 & publications. Pete is currently a frequent speaker and 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.

Certificate

A Certificate of Attendance signed by Ralph Pete Peters will be awarded to all delegates who successfully completing this Master Class.

Master Class Introduction

This interactive Master Class is to help both Maintenance Contractors and those who manage Contract Maintenance. Both sides will benefit. Pete Peters, your instructor / coach has seen the good, bad and really ugly side of Contract Maintenance.

"You can not assume contractors bring best practices as part of the deal."

This Master Class was developed as result of consulting projects where contractors were not customer-centered and the organizational managers of contractors were not getting maximum value. As more and more maintenance leaders become victims of outsourcing there is a desperate need for this important topic. This course is about building a strong team with contractors while holding them more accountable for cost, productivity and customer - service.

Master Class Activities

The principles and practices covered in this Master Class can be taken back & put into practices for a true return on investment. This workshop requires active participation & work. There is pre-course work and extensive practical exercises on key topics, extensive idea sharing & instructor's case studies from over 300 plant and facility sites.

Benefits of Attending

This Master Class will help you be the true leader of a Contracted work force or to be a better manager of contractors. Attending this event will also help you make a difference in the total operations success of your organization. Top Leaders must clearly understand the consequences of gambling with Contractor Maintenance costs.

Key Benefits

- Introductions and Participants Share their Top 5 Areas for Improvement
- Today's Maintenance Challenge of Managing Contractors
- Maintenance Around the World: Contract Maintenance Growing Rapidly
- Why This Course Helps Contractors Just as Much as Your Operation
- Ensure that Basic Best Practices are in Place to Support Contractors
- Understanding Productivity: Craft Productivity (OCE) versus Asset Productivity (OEE)
- Using The Scoreboard for Maintenance Excellence to Define "Where You Are Now"

Why You Should Attend ?

The principles and practices covered in this training can be taken back and put into practices for a true return on investment. This workshop requires active participation and work. There is pre-course work and extensive practical exercises on key topics, extensive idea sharing and instructor's case studies from over 300 plant and facility sites.

We also provide each attendee with today's most comprehensive benchmarking tool; The Scoreboard for Maintenance Excellence to complete prior to start date. Your final task will be developing a plan of action for applying back within your organization.

We will help bring to you the firepower and knowledge that you need to reinforce your current maintenance needs! We will help you be the true leader of a contracted work force or to be a better manager of contractors. We can personally help you make a difference in the total operations success of your organization by attending this event! Top Leaders must clearly understand the consequences of gambling with contractor maintenance costs and have hands on application using today's newest maintenance estimating technique the ACE Team Benchmarking Process. This workshop is about applying what you learn and have an immediate impact on your maintenance operation.

Programme overview at a glance

Maximize the value from Contracted Maintenance Services : Key Topics

- Introductions and Participants Share Their Top 5 Areas for Improvement
- Today's Maintenance Challenge of Managing Contractors
- Maintenance Around the World: Contract Maintenance Growing Rapidly
- Why This Course Helps Contractors Just as Much as Your Operation
- Ensure that Basic Best Practices are in Place to Support Contractors
- Understanding Productivity : Craft Productivity (OCE) versus Asset Productivity (OEE)
- Using The Scoreboard for Maintenance Excellence To Define "Where You Are Now"

In House Maintenance Organization to Support Contractors

- Building and Leading an Effective Team: In House Plus Contractors
- Role of the Maintenance Leader and Contractor Staff
- Role of Planning/Scheduling
- Role of MRO Storeroom and Purchasing
- Role of Preventive / Predictive Maintenance

Important Maintenance Best Practices We Must Still Consider with Contractors

- Making Reliability Centered Maintenance (RCM) Work for You.
- Strategies for Total Productive Maintenance (TPM)
- Predictive and Condition Based Maintenance
- Why Risk Based Maintenance (RBM) Must be Included
- Maximize the Value of Your CMMS
- Using the CMMS Benchmarking System (SIDERAR Case Study on SAP)

Maintenance Planning and Estimating

- Benefits and Tools for Effective Maintenance Planning for Contractors
- Key Areas for Managing Maintenance Budgets
- Defining Backlogs and Your Total Maintenance Requirements
- Estimating Methods: We Must Measure Contractor Productivity
- Using The ACE Team Process for Quality & Reliable Planning Times

Managing & Leading the Maintenance Staff

- Effective Scheduling Methods & Work Execution & Monitoring
- Emergency Maintenance: Handling the unexpected with Contractors
- How to measure and improve Contractor Craft Productivity
- On-The-Job Training and Craft Skills Development: Are Contractors qualified?
- Measuring Results from Planning / Scheduling

Controlling Maintenance Work and Contractor Performance

- Developing Key Performance Indicators for Contractors
- Have your Maintenance Excellence Index
- Validating True Return On Investment for Maintenance Best Practices
- Key Elements of an Effective Maintenance Contract
- Key Criteria 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 a Maintenance Organization with Contractors
- Developing your plan for Reliability & Maintenance Excellence
- Presentation of Participant Improvement Plans
- Summary and Presentation of Certificates

Contracted Maintenance

3- Day Master Class - December 6-8, 2011

Al Murooj Rotana Hotel, Dubai

REGISTRATION FORM

Yes, Please register the following personnel to attend the Master Class
(Use copies of this form for additional participants)

1st Delegate

Name Mr/Mrs/Ms

Position

Telephone

Fax

Email

2nd Delegate

Name Mr/Mrs/Ms

Position

Telephone

Fax

Email

3rd Delegate

Name Mr/Mrs/Ms

Position

Telephone

Fax

Email

4th Delegate

Name Mr/Mrs/Ms

Position

Telephone

Fax

Email

AUTHORISATION

Organization

Address

State

Country

Telephone

Fax





Authorising Manager

Position

Signature

Date

4 EASY WAYS TO REGISTER

-  Call : +971 4 214 9560
-  Fax the registration form to : +971 4 214 9501
-  Email this form to : info@tcqtriangle.com
-  Mail this form along with Cheque/draft to
TCQ TRIANGLE
P O Box 54620
Dubai
United Arab Emirates

PRICES AND OFFERS

Fees

3-Day Master Class : US\$ 2,500/- per delegate

Early Bird Offers

Register for US\$ 2400/- on or before 06 Nov 2011 and save US\$ 100/-

Register for US\$ 2300/- on or before 06 Oct 2011 and save US\$ 200/-

Team Discount

Register 3 delegates and the fourth attends FREE.

PROGRAMME

08:00 AM – 08:30 AM	–	Registration
08:30 AM – 10:00 AM	–	First Session
10:00 AM – 10:15 AM	–	Coffee Break
10:15 AM – 12:00 PM	–	Second Session
12:00 PM – 12:30 PM	–	Prayer Break
12:30 PM – 02:30 PM	–	Third Session
02:30 PM – 03:30 PM	–	Buffet Lunch
03:30 PM	–	End of Master Class

METHOD OF PAYMENT

Cheque/Draft Payable to TCQ TRIANGLE
Bank Transfer A/C No. 1000635563
Commercial Bank of Dubai
Al Maktoum Branch
SWIFT: CBDUAEAD

Invoice

Contact Name:

Tel:

Fax:

Terms and Conditions

Fees are inclusive of programme materials and refreshments

Payment terms: Following completion and return of the registration form, full payment is required within 5 days from receipt of invoice unless otherwise as stated in the invoice. TCQ TRIANGLE reserves the right to refuse admission, if payment is not received on time.

Cancellation/Substitution: If you are unable to attend, you can send a substitute delegate in your place. If this is not possible, a \$100 service charge will be payable. Registrations cancelled less than 2 weeks before the event must be paid in full. Cancellation must be received in writing by mail or fax before two weeks of the event. Non-payments and non-attendance does not constitute cancellation. If for any reason TCQ TRIANGLE decides to cancel or postpone the event, TCQ TRIANGLE is not responsible for covering airfare, hotel or other travel cost incurred by clients.

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Important Note: While every reasonable effort will be made to adhere to the advertised package, TCQ TRIANGLE reserve the right to change event dates, sites, location or omit event features or alternate offers shall be made.



www.tcqtriangle.com

TCQ Triangle, P O Box 54620, Dubai, UAE

Tel: +971 4 2149560 Fax: +971 4 2149501, Email: info@tcqtriangle.com