



# The ACE\* Team Process for Measuring Maintenance Type Work (\*A Consensus of Experts)

## Exclusive Training and Certification

The ACE Team Process Can Be Used By Your Maintenance Planners and Supervisors Who Do Their Own Planning!

### On-Site Training Opportunities

*Put TMEII's expertise in maintenance and reliability training to work in your organization*

*TMEII is a results-oriented resource and provider of maintenance and reliability initiatives. You can benefit from our experience of presenting hundreds of on-site training and consulting sessions for large and small companies world-wide.*

Contact Pete Peters at 919-270-1173 or [Pete@PRIDE-in-Maintenance.com](mailto:Pete@PRIDE-in-Maintenance.com) for more information!



### 100% Guarantee

*A complete refund is provided if you cannot achieve a 10 to 1 return on investment from this training.*

*Ralph W. Peters*  
President, TMEII

### Three Phases for ATP Certification

#### Phase I: Pre-Course Work

**Time Investment: Up to 1 Week**

- Instructor Guidance & Contact
- Receive All ATP Procedures
- Develop Benchmark Jobs
- Study ATP Procedures
- **Develop ACE Team Charter**

#### Phase II: 2-Day TrueWorkShop™

**Time Investment: 2 Days**

- Instruction per Topic List below
- Review **ACE Team Charters**
- Review Attendee Benchmark Jobs
- Develop Plans for Implementation

#### Phase III: Post-Course Work

**Time Investment: 1 to 2 Months**

- **ATP IMPLEMENTATION**
- Instructor Guidance & Contact
- Instructor Site Visit if Required
- Review of ATP Implementation
- ATP Certification

### TMEII CONTACTS:

Pete at 919-270-1173 ([Pete@PRIDE-in-Maintenance.com](mailto:Pete@PRIDE-in-Maintenance.com)) or Anne at 919-896-5368 ([Anne@PRIDE-in-Maintenance.com](mailto:Anne@PRIDE-in-Maintenance.com)) to coordinate a custom in-house session.

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## ACE Team Process (ATP) Application & Certification

This **TrueWorkShop™** is strategically designed for maintenance planners and schedulers who desire a proven method to establish reliable planning times. However, this process can easily be used by supervisors where planners are not present. Once a “set of spreadsheets” are developed for your operation, the rest is relatively easy.

### Managing & Measuring Contract Maintenance Performance:

It is important to validate performance and results from expensive contractors and this process will allow you to do just that. As contractors continue to do more and more work, the ACE Team Process will ensure reliable performance measures are in place as part of your planning and scheduling process.

This process will provide you if you want reliable standards with 95% accuracy for maintenance work if what you are looking for and want are reliable standards. You will cover all the steps necessary to implement and apply the **ACE Team Process**. In addition, we guarantee a true return on this training investment *if* you implement the complete proven process

## How This TrueWorkShop™ Achieves Certification?

There are three phases of work required for attending participants from both plant and facilities maintenance operations: **Pre-Course Work**, a **2-day Training Session** and **Post-Course Work**.

You will be provided extensive practical exercises on key topics, idea sharing and instructor’s case studies from over 300 plant and facility sites. This table outlines the scope of the ACE Team Certification and the three phases.

### Take An Important First Step:

This training process is for application and not theory and is for both the public and private sector in plant maintenance and pure facilities maintenance. Remember, we guarantee this **TrueWorkShop™** will help provide you with the important steps to improve the maintenance process and the business side of the maintenance in your operation.

## Why the ACE Team Process (ATP) and Certification?

The ACE Team Benchmarking Process was developed in the 1980s by Ralph W. “Pete” Peters, Founder of The Maintenance Excellence Institute International. It is a team-based method using skilled crafts people, technicians, planners and other knowledgeable individuals to evaluate repair jobs for methods, safety and reliability; and in turn, establish work content time for “benchmark jobs.”

It uses “**A** Consensus of **E**xperts” (ACE) who knows and has performed these jobs. The ACE Team also finds ways to improve repairs methods, safety and quality, and improve reliability and craft productivity. This proven process is summarized below:

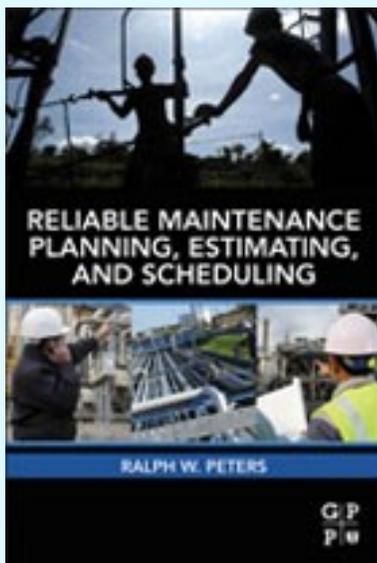
1. A relatively small number of “benchmark jobs” are developed for the major work areas or types within the operation.
2. Benchmark jobs are then arranged into “time ranges” or “slots” on “spreadsheets” for the various craft work areas.
3. By using spread sheets to do what is termed “work content comparison” or “slotting”, a planner is then able to establish planning times for a large number of jobs using a relative small sample of “benchmark jobs.”
4. This **TrueWorkShop™** provides the step-by-step process on using the ACE Team Process.
5. Most importantly it will illustrate how this work measurement technique supports Continuous Reliability Improvement and quality repair procedures for all types of maintenance repair operations.

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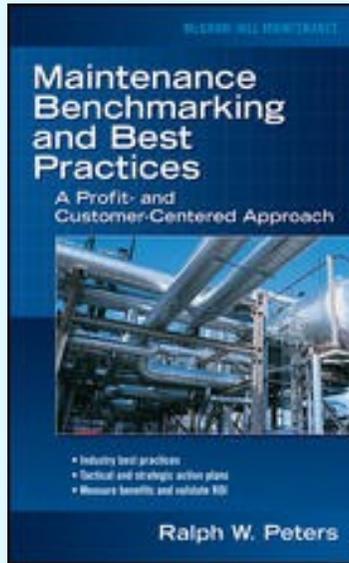
SUMMARY OF THE ACE TEAM PROCESS FOR ESTABLISHING RELIABLE PLANNING TIMES						
<b>STEP 1.</b> DEFINE KEY MAINTENANCE JOBS & DEVELOP JOB PLANS AS ACE BENCHMARK JOBS	<b>STEP 2.</b> ACE TEAM CONFIRMS JOB TASKS, WRENCH TIME, CREW SIZE, SAFETY ISSUES, BEST METHOD ETC	<b>STEP 3.</b> ACE BENCHMARK JOBS BY TYPE OF WORK AND WRENCH TIME BY TASK ARE FINALIZED	<b>STEP 4.</b> SPREADSHEETS ARE DEVELOPED BY WORK TYPE, CRAFT TYPES, BY SLOT TIME RANGES	<b>STEP 5.</b> PLANNER THEN SLOTS INCOMING JOBS USING ACE SPREAD SHEET AND SLOTS FOR WRENCH TIME. PROVIDES 95% CONFIDENCE JOB IS IN RANGE OF TIME	<b>STEP 6.</b> PLANNER ADDS TRAVEL, MISCELLANEOUS TIME AND PERSONAL FATIGUE & DELAY ALLOWANCES (P F & D) ALL SAFETY ISSUES & TIME IS INCLUDED	<b>STEP 7.</b> PLANNER ADDS RELIABLE PLANNED TIME TO WORK ORDER, THE SCHEDULE & TO THE OVERALL TOTAL BACKLOG AND/OR READY BACKLOG
<b>THE ACE TEAM:</b> <b>A</b> CONSENSUS OF <b>E</b> XPERTS; SKILLED CRAFTS PEOPLE, PLANNERS, SUPERVISORS AND A PROCESS FOR TRUE TEAMWORK IN STEPS 1, 2, 3 & 4				<b>PLANNERS ARE NOW ABLE TO QUICKLY ESTABLISH RELIABLE PLANNING TIMES FROM SPREADSHEETS FOR THE SCHEDULE OR THE BACKLOG IN STEPS 5,6 &amp; 7:</b>		

**Extensive Knowledge base of References to Take Home:**

**This workshop is based on Pete's two books:**



*Reliable Maintenance Planning, Estimating and Scheduling*



*Maintenance Benchmarking and Best Practices*

TMEII provides more electronic references for all TrueWorkShops™ than any other series of courses now being offered from around the world.

Each attendee will receive e-book copies of these two major books plus many, many more valuable topic references on CD. The electronic versions are included to allow easy application and duplication of all course materials. Attendees receive all PowerPoint's used and "one of the largest Maintenance, Reliability and MRO Materials Management Glossary" currently available.

TMEII believes in providing each attendee an extensive knowledge base to support professional development well beyond actual class time.

Contact Pete Peters at 919-270-1173 ([Pete@PRIDE-in-Maintenance.com](mailto:Pete@PRIDE-in-Maintenance.com)) or Anne at 919-896-5368 ([Anne@Pride-in-Maintenance.com](mailto:Anne@Pride-in-Maintenance.com)) for more information!

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## TrueWorkShop™ Agenda

On-site TrueWorkShops™ are customized to meet your specific goals and objectives. Below is a sample outline which can be modified as needed to ensure the results you are looking for.

### PHASE I:

Phase I begins with required and fairly extensive pre-course work. Each attendee will receive all **TrueWorkShop™** references and the following three very important deliverables in electronic format (all in easy to use Excel format) before the start of Phase II's 2-day session.

1. **The Scoreboard for Maintenance Excellence** - Specific to each attendee's type of operation for benchmarking against today's best practices
2. **The CMMS Benchmarking System** - For gaining maximum value from an existing CMMS
3. **The Reliable Maintenance Excellence Index** - A powerful measurement process to validate shop level results

Pre-course work consists of developing a number of job plans (benchmark jobs) from your specific maintenance operation. Your materials will clearly define what is required before coming for Phase II's 2-day session.

In addition, the TMEII instructors will contact each participant via WebEx's, Skype or telephone to guide them through the Phase I assignments.

### **ACE Team Charter:**

It is important for each organization that implements the **ACE Team Process** to have a clearly written Team Charter. The Team Charter defines the purpose the team exists, identifies the processes to be followed and questions to be answered, and the timetable to measure progress and success. You will be provided an in-depth template to use and guide you as you complete your **ACE Team Charter** in Phase I.

This document is sent to the instructor along with completed job plans of benchmarks and feedback on **all** of your pre-course work is provided prior to the start of Phase II.

### PHASE II:

This 2-day session brings together all attendees with the TMEII instructors. Below are the topics covered:

#### Day One:

- Introductions and Participants Share Top 5 Areas for Improvement

- Overview of Work Measurement and Estimating Techniques
- How The ACE Team Process was Invented
  - Review of ACE Team Charters
  - Form Into Class ACE Teams
  - What's Required for Effective Maintenance Planning & Scheduling
- Step 1. Defining Key Maintenance Job Plans & Developing as ACE Benchmarks
  - Review of Phase I work
  - Standard procedures for writing benchmark jobs
- Step 2. How ACE Team Confirms Job Tasks, Wrench Time, Crew Size, Safety, Repair Methods
- Step 3: How ACE Benchmark Jobs by Type of Work and Wrench Time by Task are Finalized
- Step 4. How to Develop Your Spreadsheets by Work Type, Craft Types and by Slot Time Range

#### Day Two:

- Step 5: How Planners Uses Benchmark Spreadsheets
  - Slotting of Incoming Jobs Using ACE Spreadsheet
  - Why ACE provides 95% confidence for each job
- Step 6: How to Develop Planned Times for Schedule or Backlog With;
  - Travel Allowances
  - Miscellaneous Allowances
  - Personal, Fatigue & Delay Allowance
  - Consideration of All Health & Safety Issues
- Step 7: Using Reliable Planning Times Correctly
  - Why Must Total Maintenance Requirements be Defined?
  - Work Order and Schedule Development and Control
  - Defining Backlog: Total & Ready Backlogs
- How to Define Backlog Accurately
- How to Measure and Improve Craft Productivity
- How to Measure Results from Effective Planning, Estimating & Scheduling
- Using The ACE Team Process for Reliable Planning & Scheduling

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## PHASE II - Day 2 Cont'd

- Developing Key Performance Indicators and Your Maintenance Excellence Index
- ACE Process Certification Test I
- Summary
- Presentation of Participant Improvement Plans

## PHASE III:

Post-Course work - Attendees take everything they have previously learned and fully implement all elements of the ACE Team Process.

**Bottom-line - full certification requires complete and successful implementation.**

- ATM IMPLEMENTATION
- Instructor guidance & Contact
- Instructor Site Visit if Required
- Review of ATP Implementation
- ATP Certification

## Your Instructor



**Ralph W. (Pete) Peters** the Founder/President of The Maintenance Excellence Institute International is your primary instructor. His experience of over 40 years has included being a manufacturing plant manager at two sites; director of facilities management. He has had extensive maintenance experience within the US Army beginning in Vietnam (1970) and with the US Army Corps of Engineers building what is now called, the National Highway. He consults and provides maintenance best practice training in over 30 countries, written maintenance chapters in four books as well as a book on *Maximizing the Value of Your CMMS*. In 2006, he wrote and published *Maintenance Benchmarking & Best Practices* for McGraw-Hill's professional book division. In 2015 he completed *Reliable Maintenance Planning, Estimating and Scheduling* for Elsevier's Gulf Publishing Division. Pete's positive approach and his experience from consulting, allows him to be an excellent coach for today's top leaders, maintenance leaders and craft leaders. His worldwide **PRIDE-in-Maintenance** initiative will be highlighted in his next book with key topics from this universal book included in all of his worldwide **TrueWorkShops™**.

## Training is Not Over When it's Over!

Your company will benefit most if you attend with a 3 or 4 person company team which will work together. You return to your organization with the new knowledge and team support for PM and PdM along with your new plans for reliability and maintenance excellence. We invite your Top Leaders, Maintenance Leaders and Craft Leaders to attend as a team. The workshop **"is definitely not over when it's over."** **Yogi Berra once said, "It ain't over until it's over!"**

Your session is **definitely not over when it's over!** Following completion of this **TrueWorkShop™** a personalized follow-up will be scheduled for each attending organization. Our one-on-one coaching is to help you apply the key topics and to implement your plan of action. Implementation is your key to results and we want to help you make that happen!

## We Personally Guarantee This TrueWorkShop™!

We will give you the firepower and knowledge needed to implement a successful PM program, to use the Predictive Maintenance and Conditioned-Based maintenance technologies that apply to your operation. We will reinforce your current maintenance needs to the top leaders in your organization. We will help you be **"the maintenance messenger"** to get action from Top Leaders.

We can personally help you make a difference in the total operations success of your organization after you attend this event! Top Leaders must clearly understand your needs and the consequences of gambling with maintenance costs and a bad PM and PdM program.

## Even in Good Economic Times Maintenance is Forever!



Contact Pete Peters at 919-270-1173 ([Pete@PRIDE-in-Maintenance.com](mailto:Pete@PRIDE-in-Maintenance.com)) or Anne at 919-896-5368 ([Anne@Pride-in-Maintenance.com](mailto:Anne@Pride-in-Maintenance.com)) for more information!