

How to Get Past the Top 3 CMMS Hurdles

Presented by
Michael B. Cowley, CPMM
President, CE Maintenance Solutions, LLC

Presentation Will Cover

- **Major components of successful CMMS programs**
- **Identify the three (3) CMMS hurdles**
- **Discuss the role of discipline and accountability in managing your asset and work history**
- **Learn how developing a Master Plan can assist in your long-range CMMS goals**

Major Components of a Successful CMMS

- Update system – less than 5 years old
- Easy to use architecture
- Properly installed
- Excellent training for all users
- Data base administrator (DBA) position exists

Major Components of a Successful CMMS

- **Well thought out naming convention for all assets and equipment**
 - ◆ Logical intelligent identifier
- **Set of scorecards or performance measures**
 - ◆ Track all features of the CMMS
 - ◆ Determine effectiveness of the process

Major components of a successful CMMS

- **Accountability and discipline process in place to ensure long-term performance**
 - ◆ Long-term culture of use
 - ◆ Create a CMMS tradition
- **Periodic system upgrades to maintain system is up-to-date with current processes**

Major components of a successful CMMS

- **Monthly, quarterly, and yearly reviews and audits**
 - ◆ To ensure system and process is providing value added information

The Top 3 CMMS Hurdles

1. System must be installed properly

- Physically installed well
- Adequate storage and backup systems
- Good to great network speeds
- Inter and intranet wireless access and speed
 - ✓ Laptops
 - ✓ Tablets
 - ✓ Smart Phones

The Top 3 CMMS Hurdles

1. System must be installed properly cont'd

- Well thought-out naming convention
 - ✓ Easy to understand and translate
 - ✓ Designed for easy addition of additional equipment of assets

The Top 3 CMMS Hurdles

1. System must be installed properly cont'd

- Completely populated with all systems, assets, and equipment
 - ✓ Include every asset and system that you may want to track its performance in the future
- Appropriate training for all users
 - ✓ Create online training documents with videos as needed for future needs

The Top 3 CMMS Hurdles

2. Work Order Process Management

- Create work orders for all work
 - ✓ Over 15 minutes
 - ✓ Parts and supplies used
 - ✓ Only critical systems or equipment
 - ✓ Or.....work orders for all work!
- Must be accurate

The Top 3 CMMS Hurdles

2. Work Order Process Management cont'd

- All fields completely populated
- Comments about work documented
- All craftsman accounted for on each work order

The Top 3 CMMS Hurdles

2. Work Order Process Management cont'd

- Signatures of all workers or employees in charge of crew
- Additional work identified in comments
- Additional work orders written as appropriate for new work found during current assignment

The Top 3 CMMS Hurdles

2. Work Order Process Management cont'd

- Process management
 - ✓ Work schedules
 - ✓ Daily assignments
 - ✓ What goes out today comes back today
 - ✓ Supervisor and technicians held accountable
 - Work orders returned to craftsman for proper completion

The Top 3 CMMS Hurdles

2. Work Order Process Management cont'd

- System kept clean and up-to-date
 - ✓ Old files
 - ✓ Obsolete files
 - ✓ Backlog management
- Open work orders

The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed

- Complete set of scorecards or performance measures
 - ✓ Used to police whether the work order system is being used properly

The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed cont'd

- Compare and chart all related fields
 - ✓ Look for the unusual
 - ✓ Look for changes in numbers
 - ✓ Compare to past performance
 - ✓ Compare to industry standards

The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed cont'd

- Customer quality control review
 - ✓ System performance

The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed cont'd

- Scorecards to track
 - ✓ Actual hours to total hours available
 - ✓ Actual hours to planned hours
 - ✓ Total reactive hours to total available
 - ✓ Total planned to total available

The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed cont'd

- Scorecards to track cont'd
 - ✓ Backlog trends over time
 - ✓ Work order quality – “A-B-C”
 - ✓ Work order open or assigned time – (how long have they been open?)

The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed cont'd

- Scorecards to track cont'd
 - ✓ Work order distribution
 - By craft and/or crew
 - % work hours always equal to 8 hours or multiple of 8 hours

The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed cont'd

- Supervisors review daily
- Weekly planning and scheduling meeting
 - ✓ to review system performance

CMMS Discipline and Accountability

➤ Discipline

- ◆ Work order for all work
- ◆ Must be accurate
- ◆ Daily review to ensure above

CMMS Discipline and Accountability

➤ Discipline

- ◆ Weekly analysis
- ◆ Meetings and review process always the
 - ✓ Same time
 - ✓ Day, and
 - ✓ Date

CMMS Discipline and Accountability

➤ **Accountability**

- ◆ Scorecards
- ◆ Management involvement
- ◆ Performance evaluations tied to CMMS performance
 - ✓ Individual performance
 - ✓ Team performance
 - ✓ Department performance

Use Master Plan to Assist with CMMS Performance

- **Eliminate hurdles by developing a Master Plan**
- **Document each step of the CMMS implementation**
- **Assign a department champion to monitor steps and progress**

Use Master Plan to Assist with CMMS Performance

- **Adjust as needed**
 - ◆ Slow down or speed up as needed
- **Don't let perfection stand in the way of progress**

Final Thoughts

CMMS programs are only a tool

**A well run process and culture must be in place
for the tool to work properly**

QUESTIONS

Booth 2037

Mike Cowley

CE Maintenance Solutions, LLC

Cell: 434-738-8484

Email: mike@cemaintenancesolutions.com

Website:

www.cemaintenancesolutions.com