

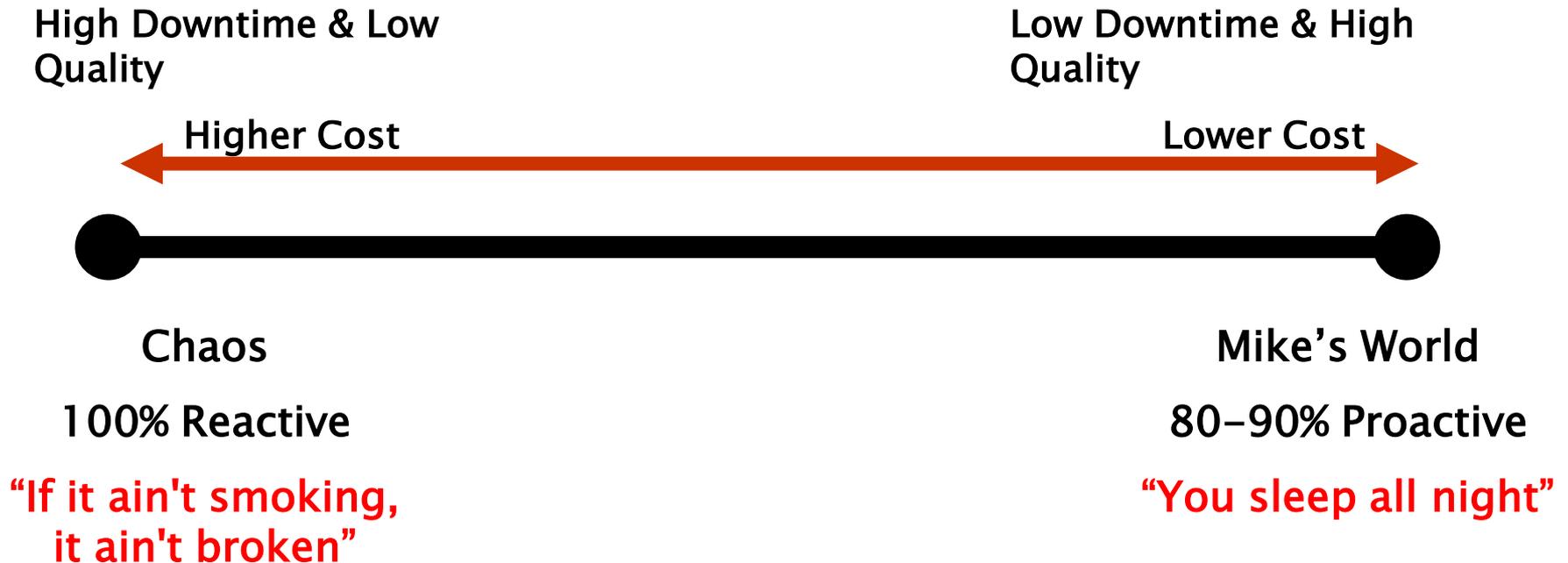
Mike's World

The 5 Steps to Entering Maintenance Utopia



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CHAOS TO MIKE'S WORLD



Where is Your Organization?

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What is It?

- ▶ Management and Customers Love the Maintenance Organization and Employees
- ▶ Management Thinks Maintenance is the Most Important Component of the Organization
- ▶ You Have More Maintenance Employees than You Need
- ▶ Maintenance Technicians are Paid More Than the Other Local Technicians

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What is It?

- ▶ Your Technicians are the Most Talented in the Area
 - Everyone wants your employees!
- ▶ You Spend 5–10% of Your Maintenance Hours in Training
- ▶ Your CMMS is Working Great!!
- ▶ Your Customers and Employees Love to Write Complete and Detailed Work Requests

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What is It?

- ▶ Your Asset History and Equipment Details are Perfect
- ▶ You Plan and Schedule 80–90% of All Your Work
- ▶ Your Preventive Maintenance Program is Great and Inspections are Never Late
- ▶ Your Critical Equipment has a Predictive Maintenance Program

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What is It?

- ▶ You Have Detailed Performance Measures for All Aspects of the Maintenance Process
- ▶ You Perform Process and Customer Audits on a Regular Basis

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Don't Let Perfection
Stand in the Way
of Progress

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Top 5 Things to Improve Your Maintenance Program

NUMBER 5

- ▶ Develop a Preventive Maintenance Program (PM)
 - Tackle critical equipment first
 - Use the “KISS” principle
 - K eep it Simple Stupid
 - There is no such thing as a bad PM
 - Only better PM’s
 - Measure performance
 - How successful is the program?

NUMBER 4

- ▶ Ensure Accurate Written Work Orders for All Work
 - Supervisor responsible for content and completeness
 - All fields used
 - Comments posted
 - All work charged to assets and equipment not buildings
 - Include labor, supplies, and vendor charges

NUMBER 3

- ▶ Hold Daily and/or Weekly Work Planning and Scheduling Meetings
 - Always on same day and time
 - Attendance is required (*unless death certificate or loss of major organ*)
 - Have a constant agenda
 - Discuss last week's results
 - Talk about current week's performance
 - Plan for the upcoming week's projects and activities
 - Discuss schedule compliance from previous week
 - 95% or greater

NUMBER 2

- ▶ Front Line Supervisors / Foreman / Lead Man on Floor or in the Field 50–60% of the Day
 - Remove administrative tasks
 - Remove paper work tasks
 - Improve communication methods
 - Smart phones
 - Tablets
 - Radios
 - Primary job is to “Lead, Guide, and Direct”
 - Not push paper!

NUMBER 1

- ▶ Make Technicians Better “Fire Fighters”
 - Troubleshooting skills
 - Is your team properly trained for the task?
 - Proper tools and equipment
 - Never having to look for tools or equipment
 - Ample transportation equipment
 - Buggies, scooters, bicycles, golf carts, or vehicles
 - Communication tools
 - Radios, tablets, smart phones, etc.
 - One person jobs versus two person crews
 - **Safety** is rarely the issue....**Lonely** is!!!

IN REVIEW

- ▶ Don't Let Perfection Stand in the Way of Progress
 - Do something!!
- ▶ Improve Firefighting
 - Make them faster and better
- ▶ Get Out on the Floor or Field
 - You can't lead from the office
- ▶ Communicate on a Regular Basis
 - Regular planning and schedule meetings

IN REVIEW

- ▶ Require Accurate Work Documentation
 - I's dotted and T's crossed
- ▶ Develop a Good PM Program
 - All important equipment is inspected on a regular basis



QUESTIONS

Visit Us in Booth #1938

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