

"Maintenance Auditing, Benchmarking and Performance Improvement"

Course Objectives:

The objectives of this program are to provide participants with an awareness and working knowledge of how to: "Audit their maintenance operations." Conduct a maintenance benchmarking study. "Use the results to establish and monitor an effective improvement strategy." Establish Auditing and Benchmarking as a key element of their maintenance management strategy. "Know the importance of measures such as auditing in achieving organizational goals." Be able to select appropriate measures (including auditing) that position the maintenance function as a value-added contributor to the company, plant, or organizational mission.

"Be able to link the auditing program to the business model for better overall organizational performance.

"Be able to link selected measures such as auditing to the "critical business issues" and the "key results areas" that drive organizational performance.

"Have a step-by-step conceptual 'model' upon which to build a successful measures implementation program for any company, plant or organization.

"Know the basic guidelines and principles for developing and implementing an effective measures program.

"Know the "highest and best" use of measures in any context.

" Know what constitutes good measures and where to apply measures.

" Know the 7 key measures of organizational performance and how to relate them to maintenance.

" Know the primary categories of maintenance performance measures (including auditing) and be able to select appropriate measures from them.

"Learn how to audit several complex activities within maintenance function.

" Benchmark your internal audit approach and supporting tools and techniques.

"Create a foundation for increasing the effectiveness of your audit strategies and delivering value-added results.

"Be able to apply the data cycle concept to measures collection, presentation, and analysis.

"Benchmark your plant against world-class companies.
" Be aware of the required steps toward world-class maintenance.
" Implement an improvement program that will put maintenance department within the world-class status.

Training Methodology:

Maintenance Auditing and Benchmarking should be a hands-on, stimulating learning experience.

The program will be highly interactive, with opportunities to advance participants' opinions and ideas.

Training delivery should include lecture style presentation, open discussion, case studies, simulations and group work.

Course Outline:

Introduction and Foundation Concepts

" The Maintenance Management Environment and the need for improvement " An overview of various approaches to maintenance improvement " Introduction to Maintenance Auditing and Benchmarking " Using Auditing and Benchmarking to drive improvement " Implementing sustainable approaches to improvement

Maintenance Auditing

"The Maintenance Auditing Process
"Maintenance Auditing Methodology
" Conducting a Maintenance Audit "
Interpreting Audit Results " Using
Auditing to Drive Improvement

Maintenance Auditing and Benchmarking

"Using the Maintenance Audit for internal benchmarking "Designing a customized Maintenance Audit Process "The Maintenance Benchmarking Process
"Maintenance Benchmarking Methodology " Designing and Preparing for a Benchmarking Study

Maintenance Benchmarking and Performance Measurement

- " Conducting a Maintenance Benchmarking Study
- " Integrating Benchmarking resulting into improvement and objective setting processes
- " Reporting results of Benchmarking and Auditing Studies
- " Developing Key Performance Measures for Maintenance
- " The Maintenance Balanced Scorecard

- " Integrating Maintenance Auditing and Benchmarking into the Performance Measurement System
- " Using Auditing and Benchmarking to establish improvement objectives and strategies
- " Monitoring Performance Improvement