Mikes World - 5 Steps to Entering Maintenance Utopia

For this tip I decided to use information I shared with a software company 4 years ago in a keynote speech. I was asked to make it humorous and at the same time have it be simple and informative, hence the name in the title of Maintenance Utopia which kind of makes you chuckle just at the thought of it.

So here are the 5 things any organization, manufacturing or facilities, can do to improve their maintenance organization.

Number 5 – Develop a Preventive Maintenance Program (PM)

- Tackle life safety and critical equipment first
- Use the “KISS” principle
  - Keep it Simple Stupid
- There is no such thing as a bad PM
  - Only better PMs
- Measure performance
  - How successful is the program?

Number 4 – Ensure Accurate Written Work Orders for All Work

- Supervisor responsible for content and completeness of all documents
- All fields in document are used
- Comments posted to document when appropriate
- 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 same time. Must be consistent
- Attendance is required (unless death certificate or loss of major organ)
- Have a consistent agenda
  - Discuss last week’s results
  - Talk about current week’s performance
  - Plan for the upcoming week’s projects, activities, and work
• Discuss schedule compliance from previous week
  o 95% or greater (your plans must be successful for the system to function)

**Number 2 – Front line Supervisors or foreman on the floor or in the field 50-60% of the time**

• Remove administrative tasks
• Control or eliminate non-productive meetings
• Remove paper work tasks
• Improve communication methods
  o Smart phones
  o Tablets
  o Radios
• Primary job is to “Lead, Guide, and Direct”
  o Not push paper!

**Number 1 – Make Technicians Better “Fire Fighters”**

• Troubleshooting skills
  o Is your team properly trained for the tasks?
• Proper tools and equipment
  o Never waste time having to look for tools or equipment
• Ample transportation equipment
  o Buggies, scooters, bicycles, golf carts, or vehicles
  o Travel time is non value added wasted time, could be as high as 50% of the work day
• Communication tools
  o Radios, tablets, smart phones, etc.
• One person jobs versus two person crews
  o **Safety** is rarely the issue…**Loneliness** is!!!

These 5 tips may sound a little strange coming from a guy who is always preaching “World Class” maintenance practices but if your organization is stuck in the reactive and firefighting mode, you must start changing something within your current culture in order to begin the long climb up to a leading class organization.

Remember; don’t let perfection stand in the way of progress!