Mike’s World

The 5 Steps to Entering Maintenance Utopia
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Chaos to Mike’s World

High Downtime & Low Quality

Chaos
100% Reactive
“If it ain't smoking, it ain't broken”

Lower Cost

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80–90% Proactive
“You sleep all night”

High Downtime & Low Quality

Higher Cost

Low Downtime & High Quality

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
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
Don’t Let Perfection Stand in the Way of Progress
Top 5 Things to Improve Your Maintenance Program
Develop a Preventive Maintenance Program (PM)
- Tackle critical equipment first
- Use the “KISS” principle
  - Keep it Simple Stupid
- There is no such thing as a bad PM
  - Only better PM’s
- Measure performance
  - How successful is the program?
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
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
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!
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
Visit Us in Booth #1938

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