Introduction

This **Maintenance Management Strategy and Process** program focuses on enhancing core competencies such as **work planning**, **scheduling**, and **work control** within maintenance operations. It encourages participants to integrate advanced tools such as **maintenance auditing** and **benchmarking** to drive improvements and ensure consistency in maintenance practices.

The course is structured to help organizations develop and refine their **maintenance management processes** and strategies. By mastering these techniques, participants will contribute to strategic developments that elevate the standards of maintenance management.

Targeted Groups

This course is designed for professionals engaged in:

- **Maintenance planning**, **scheduling**, and **work control**.
- **CMMS** (Computerized Maintenance Management System) users.
- **Stakeholders** in the **Work Planning** function.

Course Objectives

By the end of this certified maintenance manager course, participants will be able to:

- Recognize **planning best practices** and implement critical actions.
- Understand how **world-class organizations** solve common planning issues.
- Compare and evaluate their maintenance practices against others.
- Enhance **communication** and **information tools** for better operational performance.
- Improve productivity with more accurate and timely information.
- Create and preserve **lead time** in work management for resource planning and scheduling.
- Ensure **consistent and reliable** management of asset information.
- Execute more productive **maintenance turnovers**.
- Refine **preventive** and **predictive maintenance strategies**.
- Conduct **comprehensive maintenance operations audits**.
- Use **benchmarking studies** to guide improvement strategies.

Targeted Competencies

Upon completion, participants will expand their competencies in:

- Modern **maintenance management practices**.
- Developing and optimizing **maintenance strategies**.
- **Maintenance policies** and **logistics planning**.
- **Failure management** techniques.
- Work planning, scheduling, and control methodologies.
- **Information** and **performance management**.
- **Maintenance auditing** and **benchmarking** practices.

- Performance **measurement** techniques.

Course Content

Unit 1: Modern Maintenance Management Practice in Perspective

- **Equipment classification** and identification.
- Role of **maintenance in the business process**.
- Evolution of **maintenance management**.
- Contribution of maintenance to business objectives.
- **Maintenance strategy development**.
- Key performance areas for **business**, **operations**, and **maintenance**.
- Overview of **CMMS requirements**, functional location, and equipment identification.
- **Documentation structures** and identification.

Unit 2: Maintenance Policies and Logistics Planning

- Establishing **maintenance management policies**.
- **Equipment criticality grading** and **job record policy**.
- Principles of **work order design** and **maintenance work prioritization**.
- **Maintenance logistics planning** and task detailing.
- Maintenance **work estimating** and defining support levels.
- Development of personnel and organization **competency**.

Unit 3: Failure Management Programme Development

- Analyzing **failure modes**, effects, and consequences.
- Setting **equipment performance standards** and identifying failure modes.
- Managing **age-related** and **random failure patterns**.
- **Reliability-Centered Maintenance (RCM)** for failure management policies.
- Structuring **routine maintenance tasks** and planning corrective actions.
- Developing logistic requirements and implementing **failure management policies**.

Unit 4: Work Planning, Scheduling, and Control

- Defining **notifications**, defects, and deviations.
- **Notification process**, prioritizing tasks, and weekly scheduling.
- Creating a **master schedule** and managing resource availability.
- **Backlog management** and project maintenance management.
- **Critical path analysis** and resource planning for **maintenance projects**.

Unit 5: Information and Performance Management

- Managing **information** for effective decision-making.
- Developing **performance indicators** for workload, planning, effectiveness, and cost.
- Creating **management reports** for decision support.

Unit 6: Introduction and Foundation Concepts

- Overview of **maintenance improvement approaches**.

- Introduction to **maintenance auditing** and **benchmarking**.
- Implementing **sustainable improvement** strategies.

Unit 7: Maintenance Auditing

- Understanding the **maintenance auditing process** and methodology.
- Conducting **maintenance audits** and interpreting results.
- Leveraging audits to drive **improvements** in maintenance operations.

Unit 8: Maintenance Auditing and Benchmarking

- Using audits for **internal benchmarking**.
- Designing a **customized audit process** and preparing for benchmarking studies.
- **Benchmarking methodology** and best practices.

Unit 9: Maintenance Benchmarking and Performance Measurement

- Conducting **benchmarking studies** and setting objectives.
- Reporting results and integrating **performance measures**.
- Developing and utilizing the **Maintenance Balanced Scorecard**.

Unit 10: Integrating Maintenance Auditing and Benchmarking

- Integrating **maintenance auditing** and **benchmarking** with performance measurement systems.
- Using the results to establish **improvement objectives** and monitor **performance**.

This course ensures that participants can effectively apply **auditing** and **benchmarking** techniques to optimize their maintenance management processes and achieve strategic improvements in their organizations.