

# Maintenance Management Masterclass

Course Director: Ben Stevens

Course I:

## KPI's for Successful Maintenance

17-18 September 2012, Sheraton Hotel & Towers, Karachi

### Top 6 Learning Outcomes:

1. Understand the objectives and purpose of Performance Measurement
2. Apply these learnings to the selection of KPI's
3. Benefit from the trainer's experiences of KPI selection & use
4. Understand the process and dangers of KPI usage
5. Be able to decide how KPI's can be used to build performance improvement for their organization
6. Review the step by step approach to the successful implementation of KPI's

Course II:

## CMMS/EAM for Maintenance Improvement

20-21 September 2012 Sheraton Hotel & Towers, Karachi

### Top 6 Learning Outcomes:

1. Understand the structure and objectives of CMMS
2. Learn the benefits, costs, objectives & shortcomings of CMMS
3. Develop realistic objectives for the use of CMMS in their own workplace
4. See how CMMS's will help to build and maintain KPI's
5. Identify those best practices that are most applicable and be able to focus on their achievement
6. Understand how the CMMS/EAM can be used to improve maintenance

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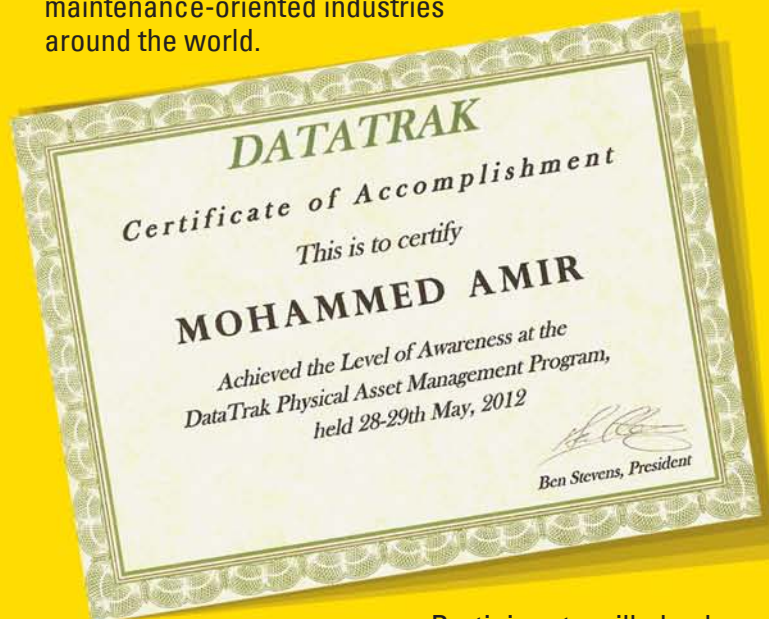
# Certified by DataTrak Systems Inc, Canada



DataTrak Systems Inc, was founded in 1984 as a high-tech startup company designing, manufacturing and marketing both the hardware and software for bar-code-based Production Monitoring, Time and Attendance Systems. Subsequently, DataTrak won the Canadian Distributorship for two leading CMMS (Computerized Maintenance Management Software) systems, being responsible for all customer-related activities.

Fast forward to the present and DataTrak's focus is the improvement of maintenance and reliability management through consulting and training. It covers a broad range of supervisory, senior management and executive subjects including EAM/CMMS analysis and business process improvement, RCM, expert systems, performance management, asset management strategy and tactics, data collection, best practices, etc.

In the interim, DataTrak was on contract with Price Waterhouse Coopers (a major management consultancy) and OMDEC (innovators in reliability software). DataTrak has to its credit many recent maintenance and reliability projects in power generation, the steel industry, property development, public utilities, construction and other heavy maintenance-oriented industries around the world.



Participants will also be awarded a **DataTrak Systems Inc, Canada certificate** once they have successfully cleared the **assessment at the end of the workshop.**



# Maintenance Management Masterclass

## Learning Methodology:

The program will be a series of presentations, discussions and hands-on workshops as Attendees gain a practical understanding of CMMS and its capabilities. Attendees will work in small groups and will focus on practical examples so that the results can be applied in their workplace. Many case studies will also be included.

## Who Should Attend?

**Managers, Directors, Heads, Superintendents, Supervisors, Engineers, Senior Analysts, Specialists and Senior Technicians, Contractors and Sub-contractors in:**

- Maintenance, Preventive Maintenance, Breakdown Maintenance
- Inspections, Condition Monitoring and Maintenance Performance Management
- Plant, Mechanical, Electrical and Utilities
- Planning, Scheduling and Quality Control
- Equipment, System and Asset Management
- Reliability, Failure Management and Failure Prevention
- Maintenance and Technical Support
- Warehouse, Spare Parts and Materials
- Tools and Tool Cribs

## Participants of Ben Stevens's previous courses



## Course I: KPI's for Successful Maintenance

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## Course II: CMMS/EAM for Maintenance Improvement

20-21 September 2012, Sheraton Hotel & Towers, Karachi

### Course Overview:

Performance Management has become a critical issue around the world for almost every Maintenance organization. The measure of how well we are doing is frequently expressed by means of comparative KPIs. These are excellent tools, but ONLY if properly defined and used. This program will be heavily based on many years of experience in working with companies around the world to help define and improve their performance – looking at the type of KPIs that should be used, plus their advantages and benefits. But there are many traps along the way – knowing these traps can turn the process from an expensive and useless exercise into valuable and lasting continuous maintenance improvement.

The purpose of this course is to examine the various types of measures and the way they are applied – which are successful and which are not. This will enable the attendees to draw conclusions about which processes and measures can create the most benefit for their organization.

### Course Agenda:

#### Day - One

- Performance Management in Maintenance – more than just KPI's
- Maintenance as a contributor of value to the organization
- Performance Measurement for the Maintenance Organization
- Developing and selecting Performance Indicators and KPI's
- OEE (Overall Equipment Effectiveness) – benefits and pitfalls
- KPI Case Studies

#### Day - Two

- Developing an Effective Balanced Scorecard and Maintenance Dashboard
- Practical Measures for Maintenance Performance
- How to measure value in Maintenance
- Implementing a Performance Management and KPI system
- How to extract more value from maintenance KPI's
- KPI Case Studies

### Course Overview:

This course is designed to provide a solid introduction to CMMS/EAM – starting with those who have had little exposure but want to become familiar with this critical tool, and advancing to include many useful techniques to increase the value for the CMMS/EAM.

The program will take the attendees through the main steps in understanding the objectives, structure, operation, benefits and costs. Attendees will be able to learn from the experiences of a seasoned practitioner and thus be more comfortable addressing a change in technology.

### Course Agenda:

#### Day - One

- What is the CMMS/EAM – its components and structures, the differences between a CMMS, and EAM and an ERP (an Enterprise Resources Planning system such as Oracle or SAP). How CMMS's differ from Facilities Maintenance and Facilities Management systems. And which version is right for you?
- The history and evolution of CMMS and the implications it has for how an organization should set its expectations.
- Defining how the CMMS works – the criticality of good data, where the data comes from and how it is used within the CMMS to benefit the organization.
- The role of the work order in the CMMS – the essential link between good theoretical practice and actual practical Maintenance improvement.
- How Work and the Work Order are managed in the CMMS – and how they can contribute to better management of Maintenance
- Management of Materials, permits, contractors tools and other resources through the CMMS
- Exploring the benefits to be gained from a CMMS – benefits in equipment reliability and uptime, in manpower usage, in materials supply and materials costs, in contractor costs etc.
- Building the right objectives for your CMMS

#### Day - Two

- Running the CMMS for the benefit of the organization – the daily, weekly and monthly operating cycle
- The types of costs that have to be budgeted for a CMMS
- Packaging the project into a financial proposal using ROI and Cash Flow
- Exploring Best Practices as they apply to CMMS – how they help to define your objectives for acquiring a CMMS, and helping to define the software to be selected.
- The role of the CMMS task library and knowledge base in developing and maintaining Maintenance Best Practices
- CMMS and KPI's – how CMMS can help you to build and measure your on-going results
- Getting reports from the CMMS that make sense
- A brief session on how to select a CMMS and some of the pitfalls in the implementation



# Course Director: Ben Stevens

- President, DataTrak Systems Inc.
- Former President, OMDEC Inc.
- Former Consultant at Physical Asset Management Group, PWC Consulting
- Over **20** years of cross-industry experience at key positions
- Delivered well over **100** training programs



Ben Stevens, President of DATA TRAK SYSTEMS Inc, Ontario, a company dedicated to developing and selling products and services focused on training and consulting in equipment reliability and maintenance improvement.

He has been fully involved with the maintenance and reliability business for almost 25 years and has an experience in all aspects of Maintenance and Physical Asset Management and CMMS/EAM systems, built on a base of a blend of a post-graduate degree in economics, CFO and CAO positions in several manufacturing companies, entrepreneurial experience in the high tech sector, and business development for one of the 5 big consultants.

His prior experience included **President of Data Trak Systems** - a CMMS distribution, sales and implementation company. He was the Vice President Finance for a number of manufacturing companies.

He was a Business Development Manager of Price Waterhouse Coopers, Canada for International Centre of Excellence in Maintenance Management. And was a Senior Associate Consultant at the same company. In addition, he was CFO and CAO of Nanotec Limited and Atomic Energy of Canada Ltd.

He is a frequent speaker at conferences, has chaired the International Maintenance conferences in Dubai on numerous occasions, and has been published in several languages. He is well-known for his work around the world, having delivered many successful workshops over the past twelve years.

He completed long term engagements with a power generation company in Indonesia, a leading steel company in Japan and a resort development company in Bahrain during the time he served as President of OMDEC Inc. Optimal Maintenance Decisions Inc (www.omdec.com) is a spinoff of the CBM (Condition Based Maintenance) Laboratory at the University of Toronto.

## Here's what participants have said about Ben Stevens:

"Ben introduced new and innovative techniques for effective utilization of planning in plant maintenance."

**Syed Yousuf, Senior Engineer Planning – Pakistan Petroleum Limited**

"Practical and relevant! Maintenance tactics and relative calculations were expertly taught by Ben."

**Abid Ali, Senior Engineer Planning – International Power Global Development**

"It was put together in a very well structured manner on all issues, facts related to the world of CMMS. This is therefore an excellent reference for any future upgrades, implementations or improvements."

**Ali Al-Hammad, ADMA-OPCO**

"It was one of the best workshops I have ever attended-many thanks.

Very useful and full of good knowledge."

**Samir Hussain, Abu Dhabi Distribution Co.**

## Ben Stevens' work has been featured in prominent publications including:

- MRO Handbook - PEM 1998 (Contributing Author)
- CMMS and Productivity Improvement- Entek 1999
- Reliability Handbook - PEM 2000 (Contributing Author)
- Standard Software for Maintenance,- PWC (Contributing Author)
- Maintenance Excellence - Dekker 2001 (Contributing Author)
- Numerous magazine and web articles



## Ben Stevens' top global clients:



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## Workshop Investment

### KPI's for Successful Maintenance

PKR **49,999/-** (Fee per participant)

### CMMS/EAM for Maintenance Improvement

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**Book your seat in both courses by  
1 September 2012 and save PKR. 10,000**

Course material, Octara certificate of attendance, DataTrak Systems Inc Certificate (after assessment), lunch, refreshments & business networking

## 5 Easy Ways to Register



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### Octara Cancellation Policy

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