

The ACE* Team Process for Measuring Maintenance Type Work (*A Consensus of Experts)

Exclusive Training and Certification

The ACE Team Process Can Be Used By Your Maintenance Planners and Your Supervisors Who Do Their Own Planning!

ACE Team Process Application & Certification

This course is strategically designed for maintenance planners and schedulers who desire a proven method to establish reliable planning times. However, this process can easily be used by supervisors where planners are not present. Once a "set of spreadsheets" are developed for your operation, the rest is relatively easy.

Managing & Measuring Contract Maintenance Performance:

It is important to validate performance and results from expensive contractors and this process will allow you to do just that. As contractors continue to do more and more work, the ACE Team Process will ensure reliable performance measures are in place as part of your planning and scheduling process.

This process will provide you If you want reliable standards with 95% accuracy for maintenance work if what you are looking for and want are reliable standards. You will cover all the steps necessary to implement and apply the **ACE Team Process**. In addition, we guarantee a true return on this training investment **if** you implement the complete proven process

How This TrueWorkShop Achieves Certification?

There are three phases of work required for attending participants from both plant and facilities maintenance operations: [Pre-Course Work](#), a [2-day Training Session](#) and [Post-Course Work](#).

You will be provided extensive practical exercises on key topics, idea sharing and instructor's case studies from over 300 plant and facility sites. This table outlines the scope of the ACE Team Certification and the three phases.

Three Phases for ACE Team Process (ATP) Certification

Phase I: Pre-Course Work

Time Investment: Up to 1 Week

- Instructor Guidance & Contact
- Receive All APT Procedures
- Develop Benchmark Jobs
- Study APT Procedures
- **Develop ACE Team Charter**

Phase II: 2-Day TrueWorkShop

Time Investment: 2 Days

- Instruction per Topic List below
- Review **ACE Team Charters**
- Review Attendee Benchmark Jobs
- Develop Plans for Implementation

Phase III: Post-Course Work

Time Investment: 1 to 2 Months

- **ATP IMPLEMENTATION**
- Instructor Guidance & Contact
- Instructor Site Visit if Required
- Review of ATP Implementation
- APT Certification

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ACE Team Process TrueWorkShop Topics

Phase I:

Phase I begins with required and fairly extensive pre-course work. Each attendee will receive all **TrueWorkShop** references and the following three *very* important deliverables in electronic format (all in easy to use Excel format) before the start of Phase II's 2-day session.

1. **The Scoreboard for Maintenance Excellence** - Specific to each attendee's type of operation for benchmarking against today's best practices
2. **The CMMS Benchmarking System** - For gaining maximum value from an existing CMMS
3. **The Reliable Maintenance Excellence Index** - A powerful measurement process to validate shop level results

Pre-course work consists of developing a number of job plans (benchmark jobs) from your specific maintenance operation. Your materials will clearly define what is required before coming for Phase II's 2-day session.

In addition, the TMEI instructors will contact each participant via WebEx's, Skype or telephone to guide them through the Phase I assignments.

ACE Team Charter:

It is important for each organization that implements the **ACE Team Process** to have a clearly written Team Charter. The Team Charter defines the purpose the team exists, identifies the processes to be followed and questions to be answered, and the timetable to measure progress and success. You will be provided an in-depth template to use and guide you as you complete your **ACE Team Charter** in Phase I.

This document is sent to the instructor along with completed job plans of benchmarks and feedback on **all** of your pre-course work is provided prior to the start of Phase II.

Phase II:

This 2-day session brings together all attendees with the TMEI instructors. Below are the topics covered.

Day One:

- Introductions and Participants Share Top 5 Areas for Improvement
- Overview of Work Measurement and Estimating Techniques
- How The ACE Team Process was Invented
 - Review of ACE Team Charters
 - Form Into Class ACE Teams
- What's Required for Effective Maintenance Planning & Scheduling
- Step 1. Defining Key Maintenance Job Plans & Developing as ACE Benchmarks
 - Review of Phase I work
 - Standard procedures for writing benchmark jobs
- Step 2. How ACE Team Confirms Job Tasks, Wrench Time, Crew Size, Safety, Repair Methods
- Step 3: How ACE Benchmark Jobs by Type of Work and Wrench Time by Task are Finalized
- Step 4. How to Develop Your Spreadsheets by Work Type, Craft Types and by Slot Time Ranges

Day Two:

- Step 5: How Planners Uses Benchmark Spreadsheets
 - Slotting of Incoming Jobs Using ACE Spreadsheet
 - Why ACE provides 95% confidence for each job
- Step 6: How to Develop Planned Times for Schedule or Backlog With;

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- Travel Allowances
- Miscellaneous Allowances
- Personal, Fatigue & Delay Allowance
- Consideration of All Health & Safety Issues
- Step 7: Using Reliable Planning Times Correctly
 - Why Must Total Maintenance Requirements be Defined?
 - Work Order and Schedule Development and Control
 - Defining Backlog: Total & Ready Backlogs
- How to Define Backlog Accurately
- How to Measure and Improve Craft Productivity
- How to Measure Results from Effective Planning, Estimating & Scheduling
- Using The ACE Team Process for Reliable Planning & Scheduling
- Developing Key Performance Indicators and Your Maintenance Excellence Index
- ACE Process Certification Test I
- Summary
- Presentation of Participant Improvement Plans

Phase III:

Post-Course work - Attendees take everything they have previously learned and fully implement all elements of the ACE Team Process. **Bottom-line - full certification requires complete and successful implementation.**

- ATP IMPLEMENTATION
- Instructor Guidance & Contact
- Instructor Site Visit if Required

- Review of ATP Implementation
- APT Certification

Your Instructors and Coaching Team



Ralph W. (Pete) Peters the Founder/President of The Maintenance Excellence Institute is your primary instructor. His experience of over 40 years has included being a manufacturing plant manager at two sites; director of facilities management. He has had extensive maintenance experience within the US Army beginning in Vietnam (1970) and with the US Army Corps of Engineers building what is now called, the National Highway.

He consults and provides maintenance best practice training in over 20 countries, written maintenance chapters in four books as well as a book on *Maximizing the Value of Your CMMS*. In 2006, he wrote and published *Maintenance Benchmarking & Best Practices* for McGraw-Hill's professional book division.

Pete's positive approach and his experience from consulting, allows him to be an excellent coach for today's top leaders, maintenance leaders and craft leaders. His worldwide **PRIDE in Maintenance** initiative will be highlighted in his next book with key topics from this universal book included in all of his worldwide **TrueWorkShops**.



Robert E. "Bob" Gaskins, Vice President of TMEI and President of The Vision Team, (his own company), supports all TMEI events. **The Vision Team** specializes in motivational instruction and results-based facilitation for applying today's best business practices.

Bob has over 40+ years of manufacturing and maintenance experience and always brings a "magic touch" and down home humor to each TMEI event. His real world experiences as a sales engineer for technical equipment adds great value as does the true case studies on the need for maintenance excellence for new equipment installations. He supports our Maintenance Excellence Services area with on-site consulting.

Bob is also directly responsible for public training events in the USA, Alliance Team Member support and other key areas within TMEI.

If results from this TrueWorkShop do not provide at least a 10 to 1 Return on Investment, to cover your time and training costs, you will receive a complete refund.

Ralph W. Peters
Founder-President-Coach for TMEI

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Why the ACE Team Process and Certification?

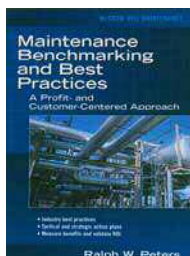
The ACE Team Benchmarking Process was developed in the 1980s by Ralph W. "Pete" Peters, Founder of The Maintenance Excellence Institute. It is a team-based method using skilled crafts people, technicians, planners and other knowledgeable individuals to evaluate repair jobs for methods, safety and reliability; and in turn, establish work content time for "benchmark jobs".

It uses "A Consensus of Experts" (ACE) who knows and have performed these jobs. The ACE Team also finds ways to improve repairs methods, safety and quality, and improve reliability and craft productivity. This proven process is summarized below:

1. A relatively small number of "benchmark jobs" are developed for the major work areas or types within the operation.
2. Benchmark jobs are then arranged into "time ranges" or "slots" on "spreadsheets" for the various craft work areas.
3. By using spread sheets to do what is termed "work content comparison" or "slotting", a planner is then able to establish planning times for a large number of jobs using a relative small sample of "benchmark jobs".
4. This course provides the step-by-step process on using the ACE Team Process.
5. Most importantly it will illustrate how this work measurement technique supports Continuous Reliability Improvement and quality repair procedures for all types of maintenance repair operations.

SUMMARY OF THE ACE TEAM PROCESS FOR ESTABLISHING RELIABLE PLANNING TIMES						
STEP 1. DEFINE KEY MAINTENANCE JOBS & DEVELOP JOB PLANS AS ACE BENCHMARK JOBS	STEP 2. ACE TEAM CONFIRMS JOB TASKS, WRENCH TIME, CREW SIZE, SAFETY ISSUES, BEST METHOD ETC	STEP 3. ACE BENCHMARK JOBS BY TYPE OF WORK AND WRENCH TIME BY TASK ARE FINALIZED	STEP 4. SPREAD SHEETS ARE DEVELOPED BY WORK TYPE, CRAFT TYPES, BY SLOT TIME RANGES	STEP 5. PLANNER THEN SLOTS INCOMING JOBS USING ACE SPREAD SHEET AND SLOTS FOR WRENCH TIME. PROVIDES 95% CONFIDENCE JOB IS IN RANGE OF TIME	STEP 6. PLANNER ADDS TRAVEL, MISCELLANEOUS TIME AND PERSONAL FATIGUE & DELAY ALLOWANCES (P F & D) ALL SAFETY ISSUES & TIME IS INCLUDED	STEP 7. PLANNER ADDS RELIABLE PLANNED TIME TO WORK ORDER, THE SCHEDULE & TO THE OVERALL TOTAL BACKLOG AND/OR READY BACKLOG
THE ACE TEAM: A CONSENSUS OF EXPERTS; SKILLED CRAFTS PEOPLE, PLANNERS, SUPERVISORS AND A PROCESS FOR TRUE TEAMWORK IN STEPS 1, 2, 3 & 4				PLANNERS ARE NOW ABLE TO QUICKLY ESTABLISH RELIABLE PLANNING TIMES FROM SPREADSHEETS FOR THE SCHEDULE OR THE BACKLOG IN STEPS 5, 6 & 7:		

An Extensive Reference to Take Home:



TMEI provides more electronic references than any other course now being offered in the world. This workshop is based on Pete's book from McGraw-Hill's professional division: *Maintenance Benchmarking and Best Practices: A Profit and Service-Centered-Approach*.

Each attendee will receive an e-book copy of this book which allows application of all materials in this book. Plus you will receive the complete training and procedures manual for using the ACE Team Process.

All PowerPoint's used and "The Mother of All Maintenance and MRO Materials Management Glossary" are included.

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We Personally Guarantee This TrueWorkShop

We will help you define the true maintenance requirements in terms of total manpower needed based on valid estimates and standards for hard to measure maintenance work. By doing so you will be able to reinforce your current maintenance needs to the Top Leaders in your organization.

We will help you get action from Top Leaders and help you make a difference in the total operations success of your organization by attending this event! Top Leaders must clearly understand your needs and the consequences of gambling with maintenance costs.

Take An Important First Step:

This training process is for application and not theory, and like the book, it is for both the public and private sector. It is for all types of maintenance operations: plant, facilities, hospitals and fleet maintenance.

Remember, we guarantee this **TrueWorkShop** will help provide you with the important steps to improve the maintenance process and the business side of the maintenance in your operation.

Training is Not Over When it's Over!



Yogi Berra once said, "It ain't over until it's over!"

Your company will benefit most if you attend as part of a 3 - 4 person company team. Your team will work together and return to your organization with the foundation built for completing the ACE Team Process and have in place a completed process for estimating maintenance type work. There will be scheduled practical exercises with facilitation support from MEI staff. The workshop "is definitely not over when it's over".

Following completion of this 2-day session a personalized follow-up will be scheduled for on-site presentation (option # __). Our one on one coaching is to help you apply your **Scoreboard for Maintenance Excellence** as a self-assessment tool, to apply the key topics and to implement your plan of action.

We want to help you implement the plan of action you develop as part of the work shop. Successful implementation is your key to results.

We want to help you make that happen!

TRAINING INVESTMENT:

**Your Investment of \$1,200 per person is the World's Best Educational Value!!
In Fact, register 3 and the 4th person attends for FREE!
That is a 25% savings for a Team of 4.**

Training is an investment and *all* of TMEI's **TrueWorkShops** are today's best value. They are results-oriented and focus on implementation.

For a 3-day session your investment is \$1,200 per person, but pay for 3 and send a 4th person **FREE**. That is an immediate and a direct savings of 25%.

Workshop schedule is from 8:00 AM to 4:00 PM each day. All lunches and reference materials are included. Dress is casual.

- Provide a purchase order number:** We will send an electronic invoice to your organization*
- Send checks payable to:** **The Maintenance Excellence Institute**
6809 Foxfire Place, Suite 100 ♦ Raleigh, NC 27615
- Purchase online:** Visit www.PRIDE-in-Maintenance.com. We accept Visa, MasterCard and American Express
- Direct Bank Deposit:** Contact Bob Gaskins at 919-841-0705 for direct wire transfer information of your payment*

**Please call Bob Gaskins at 919-841-0705 with the names of your attendees for certificates, or if you need any assistance.*

For Dates and Locations Please Download Our [2011 Schedule](#)

For Our Out of USA Friends -

We Can Help Plan This TrueWorkShop at Your Site or in Your Country as a Customized In-House Event. For More Information Please Contact:

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