

## Advanced Maintenance Practices & Benchmarking for Reliability & Maintenance Excellence

### TODAY'S BEST EDUCATIONAL VALUE & MOST PRACTICAL CONTENT FOR MAINTENANCE LEADERS

**This is TMEI's highly acclaimed signature TrueWorkShop that covers:**

- ✓ Advanced maintenance practices plus
- ✓ The essential basics for leaders at all levels
- ✓ Technical knowledge to apply practices from our Scoreboard for Maintenance Excellence
- ✓ How to conduct a self-assessment and benchmark your current operation

**Are you new to your current Maintenance Leader position or just starting your career in maintenance? This TrueWorkShop will help to:**

- ✓ Define to Top Leaders current needs & the state of maintenance at your site
- ✓ Provide a due diligence look at what your organization has left for you to do
- ✓ Provide a plan of action for achieving and measuring maintenance improvements
- ✓ Define your current baseline benchmark score upon which to improve

### What is a TrueWorkShop?

The Maintenance Excellence Institute believes that the [principles](#) and [practices](#) covered can be taken back and put into practices for a true return on investment for the training. We provide:

- ✓ Extensive practical exercises on key topics
- ✓ Extensive idea sharing and instructor's case studies from over 300 plant and facility sites.
- ✓ Each attendee with today's most comprehensive benchmarking tool; [The Scoreboard for Maintenance Excellence](#) to complete prior to start date. Results will be strategic, tactical and operational. "Do It Now" plans of action for the 27 best practice topics.
- ✓ A clear understanding of today's best practices is so important to successful implementation.

We have helped over 300 organizations develop results from our [Scoreboard for Maintenance Excellence](#) assessment. We have found that best practice training is necessary so an organization truly understands the full potential of our assessment results.



# The Maintenance Excellence Institute

Worldwide Services – Measured Shop Level Results  
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## Even in Good Economic Times Maintenance is Forever!

**Attendees are required to work before, during, and after the session. It is:**

- ✓ A must for companies recovering from the current economic situation
- ✓ For leaders desiring to be pacesetters in reliability and maintenance excellence.
- ✓ To help you avoid being a target for outsourcing and total contracted maintenance
- ✓ For achieving reliability and maintenance excellence with measured results
- ✓ About implementing and applying advanced practices
- ✓ To help ensure you have the basic practices in place for a profit and customer-centered operation

## This TrueWorkShop is Tailored for Participants from Both Plant and Pure Facilities Maintenance Operations

### Pre-Course Work and Testing

Pre-course work activities along with pre- and post-course testing are included. Without question, you receive today's most extensive set of electronic course references available.

The e-book version of McGraw-Hill's *Maintenance Benchmarking and Best Practices: A Profit and Customer-Centered Approach*, by your instructor, Ralph "Pete" Peters.

All four of TMEI's benchmarking tools described in this book in electronic Excel format.

You will be guided through an actual benchmarking of your current maintenance operation across the 27 best practice categories and 300 benchmark evaluation items. All while covering the "essential best practices" and foundation for "world class status."

### The TrueWorkShop is Definitely Not Over When It's Over!

Upon completion of the course, a personalized follow-up is scheduled for each attending organization. One-on-one coaching will help you:

- Apply your *Scoreboard for Maintenance Excellence* as a self-assessment tool
- Apply the key topics from the workshop 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. A successful implementation is your key to results.



**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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## We Personally Guarantee This TrueWorkShop For At Least a 10 to 1 Return On Your Training Investment!

We will give you the firepower and knowledge needed to reinforce your current maintenance needs to the top leaders in your organization. We will help you be “the maintenance messenger” to get action from Top Leaders.

We can personally help you make a difference in the total operations success of your organization after you attend this event! Top Leaders must clearly understand your needs and the consequences of gambling with maintenance costs.

### Training is Not Over When it's Over!



Your company will benefit most if you attend as part of a 3-4 person company team. Your company team will work together *and* return to your organization with new knowledge; team support for your new plans for reliability and maintenance excellence. We invite **Top Leaders**, **Maintenance Leaders**, and **Craft Leaders** to come as a team. If you come alone, you will work with others in a similar type maintenance operation for the team exercises.

**Yogi Berra once said, “It ain’t over until it’s over!”** Your session is **definitely not over when it’s over!** Following completion of this **TrueWorkShop** a personalized follow-up will be scheduled for each attending participant and organization. Our one-on-one coaching will help you to apply:

- Your **Scoreboard for Maintenance Excellence** as a self-assessment tool
- The key topics from the workshop and
- And, Implement your Plan of Action

We want to help you implement the plan of action you develop as part of the workshop. Successful implementation is your key to results. **We want to help you make that happen!**

### Work Shop Deliverables and Topics

The **TrueWorkShop** outlined below is a 3-day event but it can be scheduled as a longer and more in-depth 5-day session. Whether a 3-day or a 5-day presentation all attendees will receive the same extensive set of electronic references.

The topics covered and instruction use three of The Maintenance Excellence Institute’s very important benchmarking tools. All three are in an easy to use Excel format.

1. **The Scoreboard for Maintenance Excellence:** (or The Scoreboard for Facilities Management Excellence) both benchmark each attendee’s operation against today’s best practices
2. **The CMMS Benchmarking System:** Maximizes the value from your existing or future CMMS
3. **The Reliable Maintenance Excellence Index:** Validates shop level results with a powerful, but easy to use, “Balanced Maintenance Scorecard”

**We Can Help Plan This Event at Your Site in Your Country as a Customized In-House Event. Please Contact;**

**Bob Gaskins**  
919-841-0705  
E-Mail: [Bob@PRIDE-in-Maintenance.com](mailto:Bob@PRIDE-in-Maintenance.com)

**Ralph “Pete” Peters**  
919-280-1253  
E-Mail: [Pete@PRIDE-in-Maintenance.com](mailto:Pete@PRIDE-in-Maintenance.com)

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## Who Should Attend?

- All Maintenance Leaders
- Engineering Managers
- Facility Managers
- Future Foremen
- Future Supervisors
- Maintenance Coordinators
- Maintenance Engineers
- Maintenance Foremen
- Maintenance Managers
- Maintenance Planners
- Maintenance Supervisors
- Plant Directors
- Plant Engineers
- Property Managers
- Storeroom Managers

## Day One:

- **Introductions:** TMEI Staff and Participants
  - ✓ Sharing of Top 5 Areas for Improvement
  - ✓ Project Work Teams Formed
  - ✓ Discuss Team Presentations on Final Day
- Today's Maintenance Challenge
  - ✓ Plant Maintenance Operations
  - ✓ Facilities Maintenance Operations and other types of maintenance
- The Future of Maintenance Around the World
- Ensuring that Basic Best Practices Are in Place.
- Developing Your Maintenance Excellence Strategy (BigLots Case Study)
- Using The Scoreboard for Maintenance Excellence To Define "Where You Are Now"
- The Assessment: An Excellent "Due Diligence" Process for New Maintenance Leaders
  - ✓ How to Conduct a Self-Assessment
  - ✓ How Best to Use Objective, Third Party Support
- Role of the Maintenance Leader and Top Leaders
- Craft Leaders and PRIDE in Maintenance
- Role of Planning, Estimating & Scheduling
- Role of MRO Storeroom and Purchasing
- Role of Preventive/Predictive Maintenance
- Emergency Maintenance: Handling the Unexpected

### **Important Maintenance Best Practices**

- Making Reliability Centered Maintenance (RCM) Work for You
- Strategies for Total Productive Maintenance (TPM)
- Preventive Maintenance: Where is Your Return on Investment
- Predictive and Condition Based Maintenance: Sound Investments for Greater Reliability
- Using Risk Based Maintenance (RBM) as a Risk Management Tool
- Maximize the Value of your CMMS
- Using the CMMS Benchmarking System (SIDERAR Case Study on SAP)

### **The Maintenance Organization**

- Building and Leading an Effective Maintenance Team

## Day Two:

### **Maintenance Planning and Estimating**

- Benefits and Tools for Effective Maintenance Planning
- The Maintenance Budget
- Defining Backlogs and your Total Maintenance Requirements
- Estimating Methods
- Using The ACE Team Process for Reliable Planning time

- How to Measure and Improve Craft Productivity
- On-the-Job Training and Craft Skills Development
- Measuring Results from Planning and Scheduling

### **Modernizing Storeroom and Improving MRO Materials Management**

- Storerooms: An Important Cornerstone for Effective Maintenance
- Key Requirements for Storeroom Excellence
- Maintenance Planning and Storeroom: Partners for Scheduling & Work Execution
- Requirements for Successful MRO Materials Management
- Are Contract Storerooms the Answer?

### **Managing and Leading the Maintenance Staff**

- Effective Scheduling Methods and Work Execution

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## Day One and Two Reviews

- Summary of Day One & Two Key Topics
- Review Status of Team Presentations and Personal Plan of Actions

- Questions & Discussions before the **TrueWorkShop Dinner\*** for Food & Fun!

**\*Note:** The **TrueWorkShop Dinner** is a special event scheduled after Day with all TMEI instructors and, at times, a Special Mystery Guest. All attendees, spouses and friends who come with you to any of our **TrueWorkShop** location are invited.

## Day Three:

### Controlling and Measuring Maintenance Work

- Developing Key Performance Indicators & Your Reliable Maintenance Excellence Index (RMEI)
- Validating True Return on Investments for Maintenance Best Practice Implementation
- Documenting Your Total Maintenance Requirements
  - ✓ Preventive & Predictive Maintenance
  - ✓ Corrective Maintenance
  - ✓ Deferred Maintenance
  - ✓ Emergency Work
  - ✓ Convenience Work
  - ✓ Minor Project Work Billed to Customer
  - ✓ Project Work Billed to Customer
  - ✓ In House Completion of Contracted Work: **A Sad But True Occurrence**

- Why TMEI Supports Contracted Maintenance as the Last Option?
- How TMEI Helps Contract Maintenance Providers Help You.
- Key Elements of an Effective Maintenance Contract
- Key Criterion for Contractor Selection
- Improving Contractor Performance: Ten Key Steps

### Continuous Reliability Improvement in Maintenance

- Continuous Reliability Improvement of All Maintenance Resources
- How to Successfully Audit Your Maintenance Organization
- Developing Your Plan for Reliability and Maintenance Excellence
- Summary and Presentation of Participant Improvement Plans

**Maximizing Contractor Performance:** (The Next to Last Topic But Critical for Many Operations)

- Why TMEI Strongly Supports In-House Maintenance

## 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.

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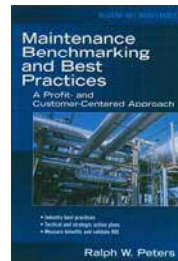
## Gain an Understanding of the True Value of Maintenance:

Regardless of the type of operation, Top Leaders must understand the “true value of maintenance.”

Maintenance Leaders must develop and nurture an organizational culture that clearly supports long-term continuous maintenance improvement.

**Training for Maintenance Excellence** supports our belief in the basics and building upon basic best practices as the foundation for advanced maintenance practices that achieve reliability and maintenance excellence.

## 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 new book from McGraw-Hill's professional division: *Maintenance Benchmarking and Best Practices: A Profit and Service-Centered-Approach*.

Each organization will receive an e-book copy of this book plus many, many more valuable references on CD. The electronic version is included to allow easy application and duplication of all materials in this book

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

## Take An Important First Step:

This training process, like the new book, is for both the public and private sector in plant maintenance and pure facilities maintenance.

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

## TRAINING INVESTMENT:

***Your Investment of \$990 per person for a 3-Day Session is the World's Best Educational Value!! In Fact, register 3 and the 4<sup>th</sup> person attends for FREE! That is a 25% savings for a Team of 4.***

### Investment:

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 \$990 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](http://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](#)**