



# Achieve Greater PRIDE in Maintenance from Your Crafts & Support Workforce



## Introduction

Your craft workforce can be a valuable source of new ideas and positive reinforcement during your journey toward maintenance excellence. Our PRIDE in Maintenance sessions were developed to help you gain greater value from your craft labor resources.

Your improvement strategy must include all maintenance resources, equipment and facility assets as well as the crafts people and equipment operators. It must also include MRO parts and material assets, maintenance informational assets and the added value resource of synergistic team-based processes. Maintenance Leaders and Top Leaders must support their most important maintenance resource of all, the crafts workforce with Continuous Reliability Improvement of all resources.



Our vision is to help achieve **PRIDE in Maintenance** from within the craft workforce and their maintenance leaders. And it is also to have top leaders realize the true value of their total maintenance operation and then take positive action to support the maintenance leaders and their craft workforce.

The Maintenance Excellence Institute provides a wide range of consulting with our Maintenance Excellence Services, Operational Services and Training for Maintenance Excellence. We support all types of maintenance operations. But the bottom line is that **PRIDE in Maintenance** within your craft workforce is the basic foundation for your success and building long term maintenance excellence. Our proven approach for helping your organization gain more cooperation, greater commitment and increased value from your craft workforce is presented here. We encourage you to contact us and find out how we can help during your journey toward maintenance excellence with **PRIDE in Maintenance**.

*Ralph W. "Pete" Peters*

## Why PRIDE in Maintenance?

We believe that "Maintenance Excellence Begins with PRIDE in Maintenance". It is important to have people at all levels with **PRIDE in Maintenance**--- **People Really Interested in Developing Excellence in Maintenance**. Our domain name; [www.Pride-in-Maintenance.com](http://www.Pride-in-Maintenance.com) reflects our belief about the important of maintenance, the value of maintenance people and the work they do and how we must change attitudes about the profession of maintenance. Our PRIDE in Maintenance sessions help you to gain people with greater PRIDE in Maintenance. They will be your own crafts people who can add greater value to your maintenance operation by sharing their ideas and being a vital part of helping you implement today's proven best practices for maintenance excellence.

## Gain Support of Craft Workforce

Without support from the craft workforce achieving maintenance excellence can be extremely difficult. Our PRIDE in Maintenance sessions were developed specifically for the crafts workforce and other maintenance support staff. They serve as a means to gain craft level support, to achieve better understanding and greater cooperation for current and future maintenance improvement initiatives.

## Positive Reinforcement

We provide very positive reinforcement to the crafts worker that their job is important and their ideas will be welcomed. Because they perform such a mission essential role in the success of their respective organizations, it emphasizes the need for their positive input, ideas and active participation.

## Profit Centered Maintenance

PRIDE in Maintenance helps instill a philosophy of profit-centered maintenance into the thinking and attitudes of each participant. For public service operations it is about maximizing customer-service. We help you support internal teamwork and to eliminate the fear of changing the status quo. We help you enhance the importance of your most valuable, the crafts person.



# The Maintenance Excellence Institute

Maintenance Excellence Begins With PRIDE in Maintenance

## A Positive and Proven Approach

Our PRIDE in Maintenance sessions with your crafts and support workforce begins only after we have a clear understanding your current improvement goals, your current challenges and your past successes. To do this, we perform the three day version of our Scoreboard for Maintenance Excellence assessment at your site.

We then take the following key steps to help your craft workforce and support staff to become a valuable source of new ideas and attitudes.

1. Conduct a 2 day **Scoreboard for Maintenance Excellence** assessment prior to the PRIDE in Maintenance sessions with your crafts and support staff workforce.
2. Develop your results from the **Scoreboard for Maintenance Excellence** assessment with specific best practice recommendations and possible benefits
3. Present assessment results to top leaders and maintenance leaders.
4. Confirm client goals for improvement. These are areas where the client has key challenges and that will be topics for PRIDE in Maintenance Sessions with crafts.
5. We then develop your PRIDE in Maintenance session materials customized to your operation. We will gain your approval of all materials and your commitment to begin.

### PRIDE in Maintenance Sessions

- 3 Hours maximum for each session
- Typically scheduled at start or end of the work day
- 21-24 people per session
- We provide all handouts & references
- Host provides room, LCD projector and screen

6. PRIDE in Maintenance sessions conducted for the craft workforce sharing client's goals/ key challenges (1 Hr). WE highlight clients goals and challenges and form teams to get their ideas for improvement.
7. PRIDE in Maintenance team exercises with crafts and support staff focused on your key challenges.(2 Hr)

8. Teams present their recommendations. Presentations from each team are videotaped and a summary of all team recommendations prepared for the client.
9. Client reviews assessment results, crafts team recommendations and determines their strategic, tactical, operation and "Do It Now" commitments.
10. **The key here is that the client must address all ideas presented during the PRIDE in Maintenance sessions.** Not all may be feasible but client provides feedback as to what actions can be taken.
11. Implementation support provided from The Maintenance Excellence Institute only as needed.
12. Continue with Continuous Reliability Improvement (CRI) & help you charter cross functional teams as a possible next step.

## Good Ideas from Your Crafts Workforce Are Terrible Things to Waste





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## View Maintenance as a Business:

We also help your crafts people and their leaders understand their contribution to greater profit and service and challenge them “to do each job as if they owned the company”. All PRIDE in Maintenance materials are customized to your type of operation whether the goal is for maximizing either profit or service or both.

Your review and approval occurs for all client-specific materials we develop prior to presentation. Session materials including participant handouts, case studies and additional maintenance excellence references are provided to each attendee. Each session is a maximum of 25 participants to allow for three teams of eight crafts people across typical craft functions. All team presentations are video taped and each client receives reproduction rights for future use of their PRIDE in Maintenance video and all custom materials prepared for their session.

## Measure the Value of Your Investment:

The measured value of training often seems difficult. Our process enhances PRIDE in Maintenance as the foundation and provides these three key deliverables to validate your maintenance improvement plans.

- **The Scoreboard for Maintenance Excellence** for Maximizing Overall Best Practices
- **The CMMS Benchmarking System** for Optimizing Your IT Investment
- **The Maintenance Excellence Index** for Validating Bottom Line Results

Scarce resources are a terrible thing to waste. So take action now to consider investing in all of your most valuable maintenance resources and **“as you choose so let it be”**.

## Contact:

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**Free Copies:** Two E-Books; “Maximizing Maintenance for Profit-Optimization” and “Maximizing the Value of Facilities Management Operations” plus more details about our PRIDE in Maintenance session for your craft workforce are available by contacting:

## The Maintenance Excellence Institute

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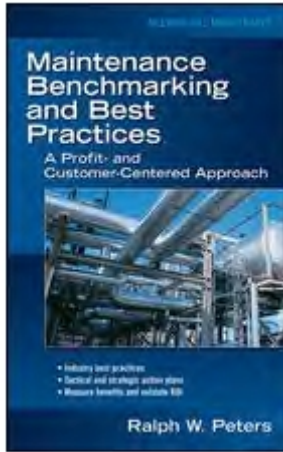




# The Maintenance Excellence Institute

Maintenance Excellence Begins With PRIDE in Maintenance

## A New Book by Ralph W. "Pete" Peters Is Now Available



### Maintenance Benchmarking & Best Practices A Profit and Customer-Centered Approach

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**Bob Gaskins (919) 841-8705 or**  
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## Training for Maintenance Excellence

Our **Training for Maintenance Excellence** offerings provide public TrueWorkShops and custom in-house sessions on maintenance best practice topics. Professional development is a very important element of our overall approach to helping improve the important "business of maintenance". Our suite of over 25 course offerings focuses on creating organizational awareness and an internal understanding that maintenance is mission-essential.

It is very important that positive attitudes toward maintenance exist within all operations whether it is a manufacturing site, a large university facilities complex, a healthcare facility, a fleet operation or a very small maintenance operation.

## Customized to Your Operation

Our in-house presentations are tailored specifically to your organization and will normally be the most cost-effective approach for you. The cost per participant becomes an extraordinary value when from 20 to 25 participants attend. All courses include extensive course materials including McGraw-Hill's new book; **Maintenance Benchmarking and Best Practice** by TMEI Founder Ralph W. "Pete" Peters.

**Training for Maintenance Excellence** is one of our three services areas that can provide a measurable return on investment. Results will justify your training dollars. The most beneficial part is that **Training for Maintenance Excellence** "is not over when it's over". Following completion of each session, there is a personalized follow-up scheduled for each participant. This follow-up and one on one coaching is to help you apply what you have learned.

Download Our 2008 TrueWorkShop Schedule at the new [www.PRIDE-in-Maintenance.com](http://www.PRIDE-in-Maintenance.com)

