

The Maintenance Excellence Institute

Worldwide Services – Measured Shop Level Results

www.PRIDE-in-Maintenance.com

Introducing the CMMS Benchmarking System

The CMMS Benchmarking System a universal benchmarking tool. Most important it provides the framework for an improvement process for gaining better use of CMMS and your current information technology for maintenance. This benchmarking tool was developed for a number of reasons;

1. As a means to evaluate the effectiveness of your current CMMS
2. To define functional gap
3. To define how to enhance current use
4. To help upgrade functional gaps
5. To serve as a methodology to help develop and justify a replacement strategy.

Applies to All Brands of CMMS: The CMMS Benchmarking System has 9 benchmark categories and 50 benchmark items. It is easily adaptable and can be specifically tailored to all CMMS systems and to their intended application. The CMMS Benchmarking System is an “*internal benchmarking*” tool based upon global best practices and is becoming a model process for benchmarking effective use of CMMS. It provides a methodology for developing a benchmark rating of your CMMS as Class A, B, C, or D. This process determines how well your CMMS is supporting best practices and the total maintenance process.

Does Not Evaluate Different Systems: It is not designed to evaluate the functionality of various CMMS systems nor is it intended to compare vendors. It can also be used as a method to measure the future success and progress of a CMMS system implementation that is now being installed. Maintenance best practices are the key and the CMMS is the information technology tool that links it all together. Maintenance information is one of the key maintenance resources (Figure 1) and must be a part of your approach to Continuous Reliability Improvement which covers all six maintenance resources.

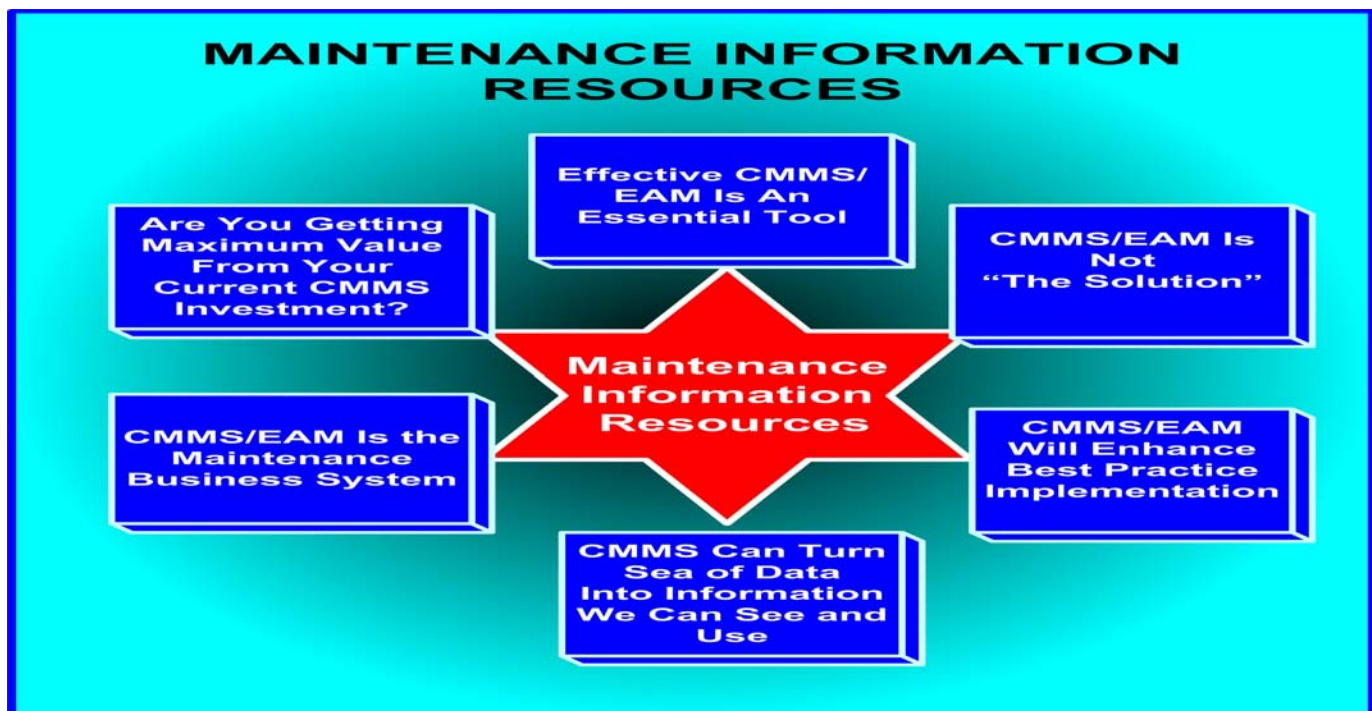


Figure 1 Effective CMMS is a Key of Your Approach to Continuous Reliability Improvement

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A summary of *The CMMS Benchmarking System* is shown in Figure 2 with the 9 assessment categories that include a total of 50 benchmark items for benchmarking your CMMS installation. *The CMMS Benchmarking System* rating scale is shown in Figure 3

| The CMMS Benchmarking System | |
|---|------------------------|
| CMMS BENCHMARKING CATEGORIES | Benchmark Items |
| 1. CMMS Data Integrity | 6 |
| 2. CMMS Education and Training | 4 |
| 3. Work Control | 5 |
| 4. Budget and Cost Control | 5 |
| 5. Planning and Scheduling | 7 |
| 6. MRO Materials Management | 7 |
| 7. Preventive and Predictive Maintenance | 6 |
| 8. Maintenance Performance Measurement | 4 |
| 9. Other Uses of CMMS | 6 |
| TOTAL CMMS BENCHMARKING ITEMS | 50 |

Figure 2: Summary – The CMMS Benchmarking System

| CMMS BENCHMARKING SYSTEM RATING SCALE | |
|--|--------------------------------------|
| Class A | 180 - 200 points (90% +) |
| Class B | 140 - 179 points (70% to 89%) |
| Class C | 100 - 139 points (50% to 69%) |
| Class D | 0 - 99 points (up to 49%) |

Figure 3: The CMMS Benchmarking System Rating Scale

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Conducting the CMMS Benchmark Evaluation: The CMMS Benchmark evaluation can be conducted internally by the maintenance leader or via an internal team effort of knowledgeable maintenance people. Other options include using support from an independent resource like The Maintenance Excellence Institute. This provides an objective and qualified, third party maintenance benchmarking resource. The Scoreboard for Maintenance Excellence process in combination with the CMMS Benchmarking System provides powerful tools to help achieve greater value from all types of maintenance operations.

Classify Your Current Installation: The CMMS Benchmarking System provides a means to evaluate and classify your current installation as either “Class A, B, C or D”. A total of 9 major categories are included along with 50 specific benchmark items.

1. Each benchmark item that is rated as being accomplished satisfactorily receives a maximum score of 4 points.
2. If an area is currently being “worked on” a score of 1, 2 or 3 points can be assigned based on the level of progress achieved. For example, if spare parts inventory accuracy is at 92 % compared to the target of 95 %, a score of 3 point is given. This example is included below in Figure 4
3. A maximum of 200 points is possible.
4. A benchmark rating of “Class A” is within the 180 to 200 point range. The complete CMMS Benchmarking System is available at www.PRIDE-in-Maintenance.com and a sample is included below in Figure 4:

| CMMS BENCHMARKING CATEGORIES and ITEM DESCRIPTIONS | YES (4 Points) | NO (0 Points) | WORKING ON IT (1, 2 or 3 Points) |
|---|----------------------|---------------------|---|
| A. CMMS DATA INTEGRITY | | | |
| 1. Equipment (asset) history data complete and accuracy 95% or better | | | |
| 2. Spare parts inventory master record accuracy 95% or better | | | 3 |

Figure 4 Examples from *The CMMS Benchmarking System*

Measure Success of CMMS Installation Progress: Developing a future “Class A” CMMS installation requires that each organization start early in the implementation phase with establishing how they will measure the overall success of their installation. The CMMS Benchmarking System provides the framework for internal benchmarking of the CMMS installation as it matures. It is recommended that a team process be used for the CMMS benchmarking evaluation and that it be included as part of the CMMS Evaluation Team’s initial work.

Key Databases: A “Class A” CMMS requires that a number of key databases be established and that a number of maintenance best practices be in place. Data integrity, accuracy and continuous maintenance of the key databases provides the foundation for a “Class A” CMMS installation. There are a number of other factors related to the CMMS and to maintenance best practices that in combination produce a future “Class A” installation.

More detailed information on The CMMS Benchmarking System is available free at www.PRIDE-in-Maintenance.com.

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