

The Maintenance Excellence Institute

Worldwide Services – Measured Shop Level Results
www.PRIDE-in-Maintenance.com

Maximizing the Value from Contracted Maintenance Services

Out-House Maintenance versus In-House Maintenance:

Who Will Win?

Is contract maintenance the best value as compared to in house maintenance?

Are your practices supporting maintenance contractors with a total team effort?

Are you truly measuring performance and getting maximum productivity from contractors?

This TrueWorkShop Answers These Important Questions and Much More

This is a TrueWorkShop to help both maintenance contractors and those who manage contract maintenance. Both sides will benefit. Pete Peters, your instructor/coach has seen the good, bad and really ugly side of contract maintenance. "You cannot assume contractors bring best practices as part of the deal." This TrueWorkShop was developed as result of consulting projects where contractors were not customer-centered and the organizational managers of contractors were not getting maximum value. As more and more maintenance leaders become *victims of outsourcing* there is a desperate need for this important topic. This course is about building a strong team with contractors while holding them more accountable for cost, productivity and customer-service.

What is a TrueWorkShop?

The Maintenance Excellence Institute believes that principles and practices covered in this training can be taken back and put into practices for a true return on investment. A TrueWorkShop requires active participation and work. There is pre-course work and extensive practical exercises on key topics, extensive idea sharing and instructor's case studies from over 300 plant and facility sites. We also provide each attendee with today's most comprehensive benchmarking tool; The Scoreboard for Maintenance Excellence to complete prior to start date. Your final task will be developing a plan of action for applying back within your organization.

Benefits and Value

We personally guarantee this TrueWorkShop! We will help bring to you the firepower and knowledge that you need to reinforce your current maintenance needs! We will help you be the true leader of a contracted work force or to be a better manager of contractors. We can personally help you make a difference in the total operations success of your organization by attending this event! Top Leaders must clearly understand the consequences of gambling with contractor maintenance costs.

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

Pete Peters

Founder-President-Coach for TMEI

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Who Should Attend?

- Engineering and Maintenance Managers
- Maintenance Managers (Contractor's Too [CT])
- Maintenance Supervisors/Foremen (CT)
- Maintenance Planners/Coordinators (CT)
- Future Supervisors/Foremen (CT)
- Maintenance Engineers
- Plant Engineers
- Plant Directors
- Facility Managers/Property Managers
- Maintenance Storeroom Managers

Effective Maintenance Leadership for improving Craft Productivity: Topics and Deliverables

This work shop covers topics listed below and provides three very important deliverables all in easy to use Excel format.

1. **The Scoreboard for Maintenance Excellence** (Enables each attendee to benchmark their current operation against today's best practices)
2. **The CMMS Benchmarking System** (benchmarking to gain maximum value from your CMMS)
3. **The Maintenance Excellence Index** (A powerful measurement process to validate shop level and craft productivity improvements)

Day One

Maximize the Value from Contracted Maintenance Services: Key Topics

- Introductions and Participants Share Their Top 5 Areas for Improvement
- Today's Maintenance Challenge of Managing Contractors
- Maintenance Around the World: Contract Maintenance Growing Rapidly
- Why This Course Helps Contractors Just as Much as Your Operation
- Ensure that Basic Best Practices Are in Place to Support Contractors
- Understanding Productivity: Craft Productivity (OCE) versus Asset Productivity (OEE)
- Using The Scoreboard for Maintenance Excellence To Define "Where You Are Now"

In-House Maintenance Organization to Support Contractors

- Building and Leading an Effective Team: In House Plus Contractors
- Role of the Maintenance Leader and Contractor Staff
- Role of Planning/Scheduling
- Role of MRO Storeroom and Purchasing
- Role of Preventive/Predictive Maintenance

Important Maintenance Best Practices We Must Still Consider with Contractors

- Making Reliability Centered Maintenance (RCM) Work for You
- Strategies for Total Productive Maintenance (TPM)
- Predictive and Condition Based Maintenance
- Why Risk Based Maintenance (RBM) Must be Included
- Maximize the Value of Your CMMS
- Using the CMMS Benchmarking System (SIDERAR Case Study on SAP)

Maintenance Planning and Estimating

- Benefits and Tools for Effective Maintenance Planning for Contractors
- Key Areas for Managing Maintenance Budgets
- Defining Backlogs and Your Total Maintenance Requirements
- Estimating Methods: We Must Measure Contractor Productivity
- Using The ACE Team Process for Quality and Reliable Planning Times

Day Two

Managing and Leading the Maintenance Staff

- Effective Scheduling Methods and Work Execution & Monitoring
- Emergency Maintenance: Handling the Unexpected with Contractors
- How to Measure and Improve Contractor Craft Productivity
- On-the-Job Training and Craft Skills Development: Are Contractors Qualified?

Controlling Maintenance Work and Contractor Performance

- Developing Key Performance Indicators for Contractors
- Your Maintenance Excellence Index
- Validating True Return on Investments for Maintenance Best Practices
- 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 a Maintenance Organization with Contractors
- Developing your Plan for Reliability and Maintenance Excellence
- Presentation of Participant Improvement Plans
- Summary and Presentation of Certificates

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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 TMEI key areas.

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.

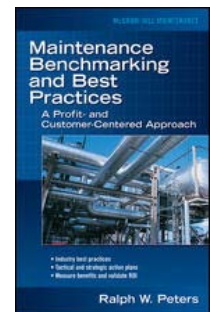
Take An Important First Step:

This training process, like our book, is for the public and private sector. It will help provide important steps toward improving the maintenance process and the business of maintenance in your operation.

Extensive Reference to Take Home

We provide more electronic references that any other course now being offered. Much of this work shop 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 a copy of this book plus many, many more valuable references on CD.

All PowerPoint's used will be included as well as "The Mother of All Maintenance and MRO Materials Management Glossary". The electronic version of Pete's book is included which allows application of all materials in this book.



Even in Good Economic Times Maintenance is Forever!

6809 Foxfire Place, Suite 100 • Raleigh, NC 27615
Office: 919-270-1173 Direct Cell: 919-280-1253

2625 East Beach Drive • Oak Island, NC 28465
Web: www.PRIDE-in-Maintenance.com/ Skype: pridenwork

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This 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 team will work together and return to your organization as a team with new knowledge and team support for your new plans. You will be able to measure the value of true leadership and improved craft productivity.

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 event, there is a personalized follow-up scheduled for each organization attending. Our one on one coaching is to help you apply the key topics from the work shop 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 Personally Guarantee This TrueWorkShop!

We will give you the firepower and knowledge needed to implement a successful PM program and to use the Predictive Maintenance technologies that apply to your operation. We will 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 and a bad PM and PdM program.

YOUR TRAINING INVESTMENT:

*Your Investment of \$990 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.*

Investment:

Training is an investment and *all* of TMEI's **TrueWorkShops** are today's best value. They are results-oriented and focus on implementation. The investment per single attendee is \$990 but pay for three and send a team of four for \$2,970 for a direct savings of 25%. **SAVE 25% for TEAM of FOUR:**

Workshop schedule is from 8:30 AM to 3:30 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 More Dates and Locations Please Download Our [TrueWorkShop Schedule](#)

In-House Opportunities With No Boundaries!

**We Can Help You Plan This Program at Your Site as a Customized In-House Event No Matter Where You are Located.
For More Information Please Contact:**

Bob Gaskins
919-841-0705 ♦ E-Mail: Bob@PRIDE-in-Maintenance.com

Ralph "Pete" Peters
919-280-1253 ♦ E-Mail: Pete@PRIDE-in-Maintenance.com

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