



ME033: Maintenance Auditing, Benchmarking & Performance Improvement

Training Description:

This highly participative program introduces candidates to the auditor's role, how to prepare, undertake and report an audit as well as some of the one-to-one interview skills necessary to the role. The course includes guidance on identifying Best Practice and gaps against current practice (using benchmarking as appropriate) and through example and exercises how an audit report might highlight and recommend Performance Improvement. General Performance Improvement drivers, tools and techniques, in line with Lean Six Sigma practices are discussed and demonstrated, including specific maintenance performance measures, key performance indicators and objective setting.

The course will discuss:

- An understanding of the purpose of auditing and the role of the auditor
- The ability to scope, prepare, undertake and report an audit review
- An appreciation of international maintenance organization models and standards
- Experience in audit interviewing techniques
- The ability to prepare a case for improvement initiatives
- An appreciation of a range of Lean Six Sigma tools and techniques

This intensive course covers all the essential skills necessary to understand how an effective and efficient maintenance function is implemented, supported and improved. This includes the use and application of a model maintenance management audit methodology consistent with the recognized maintenance excellence framework to assess the current state of maintenance and identify opportunities for improvement. Similarly, participants will learn how benchmarking and a range of Lean 6S tools can be adapted to the needs of maintenance.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Audit their maintenance operations
- ✓ Use the results to establish and monitor an effective improvement strategy
- ✓ Establish auditing as a key element of their maintenance management strategy
- ✓ Make a business case for improvement initiatives
- ✓ Use reference benchmarking and a range of Lean Six Sigma tools and techniques to drive improvement initiatives

Training Designed for:

This course is intended for all maintenance professionals with an interest in maintenance management and maintenance improvement and the application of leading-edge techniques such as maintenance auditing, benchmarking and lean 6S. The course is beneficial to General Managers who have oversight responsibility for maintenance management and maintenance organizational units, operations engineering and Maintenance Managers with direct line responsibility as well as staff support responsibility for Maintenance Supervisors, Maintenance Engineers, and Maintenance Planners & Schedulers and to those with responsibility for standards and/or continuous improvement.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ Introduction and Foundation Concepts
 - Introduction to Auditing
 - Introduction to Benchmarking
 - Maintenance Management Models for Different Operations
 - International Standards Models
 - Performance Measures

DAY TWO:

- ❖ Maintenance Auditing
 - The Maintenance Auditing Process
 - Maintenance Auditing Methodology
 - Conducting a Maintenance Audit
 - Maintenance Audit Simulation Case Study

DAY THREE:

- ❖ Maintenance Auditing and Benchmarking
 - Maintenance Audit Simulation Case Study
 - Using Maintenance Audit Results to Plan Improvement Strategies
 - The Maintenance Benchmarking Process
 - Maintenance Benchmarking Methodology
 - Benchmarking Tools and Techniques

DAY FOUR:

- ❖ Maintenance Benchmarking and Performance Measurement
 - Maintenance Performance Measures and Metrics
 - Key Performance Indicators
 - Integrating Benchmarking Resulting into Improvement and Objective Setting Processes
 - Integrating Maintenance Auditing and Benchmarking into The Performance Measurement System to Establish Improvement Objectives and Strategies

DAY FIVE:

- ❖ Auditing, Benchmarking and Maintenance Improvement
 - Case Study
 - Identifying Improvement Opportunities
 - Making the Business Case

- Standards and Lean 6S
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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