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ME150:
Writing Effective Maintenance Procedures

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Training Description:

As equipment and processes have become more complex so too has the work of maintainers and operators become more complicated thereby increasing the need for written procedures. Sound management practices encourage written procedures and most regulations now demand them for many processes.

The International Organisation for Standardization includes the control and use of procedures as a key element of a company's safety and quality management system. The purpose of this course is to make procedure-writing efforts as efficient as possible and to create, update and maintain accurate and effective procedures.

The course will highpoint:

- Documented procedure needs analysis, policies and standards
- Subject matter research including OEMs, internal and external authorities and end users
- Pitching the narrative and vocabulary at the correct level, sentence structure and quantified values
- Tools and technology to create procedures that are easy to maintain and control
- Control the distribution and revision of procedures
- Linking procedures to work orders and job instructions

Training Objectives:

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

- ✓ Understand the purpose of documented procedures and documented information
- ✓ Understand safety, environmental and quality requirements
- ✓ Design a procedure management system
- ✓ Write maintenance and operating procedures
- ✓ Control the distribution and documentation and procedures

Training Designed for:

This course is intended for all professionals that will at one time or other need to develop or participate in the development of maintenance and operations procedures and documentation including Maintenance and Operations Team Leaders, Engineers, Process Controllers, Maintenance Supervisors, Maintenance Planners, and Reliability Engineers.

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

- **Competency Description:** Establishes a knowledge base of all the reasons why procedures are necessary, the types of procedures used in maintenance, the current trends and the documentation regulatory environment
- Key Behaviours
  - Can justify the need for written procedures
  - Can apply the correct type of documentation for each requirement
  - Can determine the regulatory requirements
  - Understands current trends in documentation development
- Topics to Be Covered
  - Why written procedures are necessary
  - The types of maintenance procedures and documentation
  - Current trends in procedures and documentation
  - Regulatory and safety considerations

DAY TWO:

- Maintenance and Operating Procedure Management System Design
- **Competency Description:** Establishes a knowledge base of documentation content, layout and management requirements based on a need analysis. Determine the system and CMMS requirements
- Key Behaviours
  - Can determine documentation needs from a user requirement
  - Knows the criteria that determines the need
  - Understands the different documentation layouts
  - Can create a responsibility matrix for procedure control
- Topics to Be Covered
  - Determine the system and CMMS requirements
  - Procedure user needs analysis
  - Criteria that determines the need
  - The sections and layout of each type of procedure
  - Procedure RASCI

DAY THREE:

- Procedure Writing Efficiency
- **Competency Description:** Establishes an understanding of the need for efficient and effective documentation development through the establishment of information sources, the process of writing and the use of various tools and techniques
- Key Behaviours
  - Can propose data sources for procedure content
  - Can specify software tools for procedure writing
  - Can specify document formatting requirements
  - Can develop templates for procedures
- Topics to Be Covered
  - Information sources for procedure writing
  - Software tools for writing efficiently
  - Fonts, paragraph formatting that enhances readability
  - The use of templates, boilerplate, automatic text

- Practical: Use tools and techniques to enhance efficiency

DAY FOUR:

- Procedure Writing
- Competency Description: Enables a learner with the requisite language skills to apply the skill to maintenance and operating procedure writing
- Key Behaviours
  - Applies appropriate tense, grammar and vocabulary
  - Can extract data from OEM sources
  - Organizes subject matter expert team
  - Creates procedure to minimum requirements
- Topics to Be Covered
  - Language, grammar and vocabulary
  - Use OEM information sources
  - Use subject matter experts
  - Practical: Write a draft procedure

DAY FIVE:

- Procedure Control
- Competency Description: Applies the key elements of documentation version, distribution and revision control
- Key Behaviours
  - Applies the correct process for:
  - The review and approval of documentation
  - Storage of documentation
  - Distribution of hard copiers
  - Update and revision of documentation
- Topics to Be Covered
  - Review and approval
  - Procedure repository for softcopies
  - Distribution matrix for hard copies
  - Update and revision process
  - Techniques to improve usage by end-users
- 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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