



Prestige Leadership Consultancy

## **MAINTENANCE STRATEGY DEVELOPMENT AND COST EFFECTIVE IMPLEMENTATION WORKSHOP**

**DATE : 8 –9 SEPTEMBER 2016  
AT BIRCHWOOD HOTEL ,  
BOKSBURG, JOHANNESBURG**

**R 9,500.00 PER DELEGATE**

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### Introduction

Maintenance & Reliability Best Practices are critical for every successful individual and company. The first module of this workshop delivers many practical and new Maintenance and Reliability Best Practices concepts and tools. You will discuss these concepts and practice using practical tools in case studies and discussion groups. The second module then helps you decide in a rational way which activities are best done with internal resources and which are best outsourced. Tools and techniques are introduced which will help you ensure that outsourcing contracts are comprehensive and avoid the common pitfalls.

**Day one****Maintenance & Reliability Best Practices: Lowering Life Cycle Cost of Equipment****Asset Cost Management Introduction**

- ❖ Definitions of reliability, maintenance & asset management
- ❖ The total cost of maintenance
- ❖ Best practice reliability and maintenance processes
- ❖ Elements of asset management best practice
- ❖ Auditing performance
- ❖ Open discussion sessions

**Laying the Groundwork**

- ❖ Team-work maintenance, operations, stores
- ❖ The importance of standards
- ❖ Corporate asset management expectations
- ❖ Asset performance expectations
- ❖ The forms of asset failure and degradation
- ❖ The causes and nature of asset failure and degradation
- ❖ The effects, cost and risks of asset degradation
- ❖ Practical Application and Open Discussion sessions

**Applying the Value Based Process**

- ❖ Breaking the cycle of failure and degradation
- ❖ Select PM tactics on the basis of costs and risks
- ❖ How to determine PM intervals
- ❖ Condition based maintenance types and the PF-curve
- ❖ The four important reliability functions
- ❖ Implementing best practice maintenance programs
- ❖ Optimising spares to support the maintenance program
- ❖ Maintenance program cost and risk based justification
- ❖ Practical Application and Open Discussion Sessions

**Ensuring the Continuity of the Value-Based Process**

- ❖ Failure Reporting, Analysis and Corrective Action System requirements
- ❖ Structure and code data collection to support reliability analysis
- ❖ How to quantify chronic failures and losses
- ❖ Use Pareto analysis and stratification to focus the value-based analysis
- ❖ Quantify losses in life cycle terms
- ❖ Hypothesise root causes of failure and verify on the basis of evidence
- ❖ Reliability Analysis Case Study
- ❖ Discussion of software and templates to support analysis

**Supporting Process that Lower Life-Cycle Costs**

- ❖ Planning and scheduling best practice
- ❖ Cost effective man-power and skills deployment
- ❖ Performance indicators to drive continuous improvement
- ❖ Overall review of concepts learned

**Day Two:****Maintenance Contracting & Outsourcing Considerations****Introduction to program**

- ❖ Introduction delegates
- ❖ Asset management
- ❖ The business impact of maintenance
- ❖ Considerations in outsourcing maintenance – what to outsource and what not?
- ❖ Activity on asset matrix
- ❖ Risks involved
- ❖ Case study: Outsourcing Maintenance Activities

**Maintenance Contracts**

- ❖ Maintenance contract types
- ❖ Parties involved
- ❖ The tendering process – modern ways of tendering
- ❖ Choosing the right contractor
- ❖ Costing the service
- ❖ Defining Key Performance Indicators to monitor the performance of all parties involved
- ❖ Use of Balanced Scorecard with performance contracts
- ❖ Interactive exercise and examples

**Developing the Maintenance Contract**

- ❖ Vendor management
- ❖ The contracting cycle
- ❖ Assemble a team
- ❖ Assess, determine and specify the required service levels
- ❖ Writing the contract – contents of a maintenance contract
- ❖ Interactive exercise: review some existing contracts
- ❖ Implementing contract management – how to make it work (performance management)
- ❖ Periodic evaluation & improvement

**Grounding & Negotiating the Contract**

- ❖ Expectations about availability, reliability and costs
- ❖ The extensive preventive maintenance schedule – “tricks” of maintenance contractors
- ❖ The seven steps to develop a risk based maintenance concept
- ❖ Using the maintenance concept to negotiate more effectively lean maintenance contracts
- ❖ Negotiating the contract – negotiation ploys
- ❖ Negotiating the contract – negotiation tactics
- ❖ Negotiating tips
- ❖ Interactive exercise and role play regarding negotiating

**Final Workshop**

- ❖ Development of a maintenance contract in groups
- ❖ Defining the requirements and service levels
- ❖ Develop the offer
- ❖ Selection criteria
- ❖ Presenting the bid
- ❖ Closing the contract
- ❖ Evaluation of results
- ❖ Wrap-up



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# Maintenance Strategy Development and Cost Effective Implementation

8 – 9 September 2016



Tel : + 27 11 053 8339  
 admin@prestigeleadership.net  
[admin@prestigeleadership.co.za](mailto:admin@prestigeleadership.co.za)

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