

# Advanced Maintenance Masterclass

*Optimise The Performance Of Operations And Maintenance In Your Organisation!*

1 – 4 August 2010 • Hyatt Regency Hotel, Dubai, UAE

## Top 5 Learning Objectives:

- 1** **Select** and develop the most appropriate maintenance strategy and procedures that will work in your organisation
- 2** **Explore** best practice tools and methodologies in maintenance that will improve Return On Investment and at the same time, improve the quality of maintenance
- 3** **Develop** a performance management framework to monitor the performance of the maintenance function
- 4** **Analyse** the key components of Reliability Centered Maintenance (RCM) and Total Productive Maintenance (TPM) to realise their true value
- 5** **Identify** whether your Computerised Maintenance Management System (CMMS) is delivering value in terms of maintenance improvement and Return On Investment (ROI) and how returns can be improved

*"This event is a turning point in the workplace and in the course of my life."*

Ajith Mendis, Manager – Technical Support Services

Al Homaizi Foodstuff Co, Kuwait

## Who Should Attend:

- Maintenance Managers, Directors, Heads, Superintendents, Engineers and Technicians
- Preventive Maintenance Specialists
- Operations Managers
- Mechanical Engineers
- Plant Managers
- Planning Managers
- Production Managers
- Manufacturing Managers
- Equipment Managers
- Facility Managers
- Petroleum Engineers
- Chief Engineers
- Refinery Managers
- Maintenance Support Managers
- Heads of Maintenance Support
- Maintenance Planning Managers
- Inspection Superintendents

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## Day Two

### Maintenance Strategy And Performance Improvement

Far too many companies' maintenance departments are still in react mode. This is mostly because there is no clear strategy beyond the production and sales groups. Day Two will start by looking at why maintenance strategy should be an issue for your organisation and, more importantly, how to go about developing one, how do you sell it and who to? An integral part of the strategy should be performance management – if you are not tracking, how do you know you are improving? Emphasis will be placed on:

- Understanding and developing the different levels of performance measures – executive, maintenance management and maintenance operations
- Setting up a performance management system
- Selecting the right performance indicators
- Maintaining the performance measurement system
- What to do with the performance measures once you have them
- Balanced scorecards and what they mean to you

## Day Three

### Computerised Maintenance Management Systems (CMMS) And Enterprise Asset Management (EAM)

CMMS and EAM are probably the most important tools to have been adopted by organisations around the world in the last 20 years. Huge amounts of money have been spent on them, yet their success rate still remains very low. Day Three will explore why it is that the value is not there and then ask the question "what can we do about it?" The following themes will be the core of the day's discussion:

- Identifying whether your CMMS is delivering value in terms of maintenance improvement and ROI
- Increasing the returns
- Using CMMS to introduce and improve cost control In each case, delegates will examine the factors which control the returns and costs and determine which will be most appropriate to their own organisation. You will also have a look at the future of CMMS.

## Day Four

### Reliability Centered Maintenance (RCM)

Day Four will start with one of the maintenance techniques that has become very popular around the world – RCM. This session will look at the benefits to be derived from implementing Reliability Centered Maintenance, as well

as the difficulties. Specifically we will cover:

- Examining the key components of RCM, such as failure modes, failure effects and consequences
- Implementing and managing the RCM project
- Identifying and planning to achieve the benefits
- Identifying and planning to avoid the pitfalls
- Exploring the conditions that need to be in place in your organisation before attempting RCM
- Maintaining RCM as an on-going, continuous improvement tool

### Total Productive Maintenance (TPM)

Day Four's second session will cover another well-recognised maintenance technique: TPM. TPM places the emphasis on close collaboration between the maintenance staff and the operators in building teamwork into every day on-the-job tasks. The process is well established but many TPMs fail. In this session, we will concentrate on:

- Fully understanding the elements of TPM
- Defining the environment required for success and matching it to the delegates' workplace
- The key implementation steps
- Understanding the requirements for on-going success and reasons for failure

### About Your Expert Course Leader



**Ben Stevens** has led many successful maintenance conferences and seminars with IIR throughout the Gulf region over the past few years. He has been running his own company, DataTrak Systems Inc., since 1984 with a concentration on maintenance management systems. During 1995 to 2002, Ben was on a full time contract with PricewaterhouseCoopers International Centre of Excellence in Physical Asset Management. Prior to his work in the maintenance field, he was trained as an economist and was CFO in several manufacturing companies. Ben has worked with a wide range of companies in many industries throughout the world. His sessions are focused around mini-workshops and case studies so that delegates can relate the examples directly to their own work environment.

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