

CMMS - Computerized Maintenance Management Systems
Selection and Successful Implementation and Management

REGISTRATION FORM

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Course Title	Duration	Date & Venue	Timings	Course Fees
CMMS Selection and Successful CMMS Implementation and Management	4 Days	19-22 March 2007 Novotel Al Dana Resort Bahrain	8 am - 4 pm	BD 495 or US\$ 1340

Method of payment:

- ▶ Invoice the Organization (Please attach the authorization)
- ▶ I enclose Cheque/Banker's Draft payable to Bahrain Society of Engineers
- ▶ Bank Transfer: A/C No: 99065991-National Bank of Bahrain-Main Branch
- ▶ Please Debit my credit card : Amex..... Diner's Club..... Visa.....Master Card.....
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The Training Coordinator, Bahrain Society of Engineers
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Administration Information:

Course Fees : BD 495 or US\$ 1340 Course Venue : Novotel Al Dana Resort, Bahrain
Course Dates : 19 - 22 March, 2007 Course Timings : 8 am till 4pm
The Course fees includes the course material, Lunch and refreshments for all the three days and a CD of the course (as provided by the lecturer)

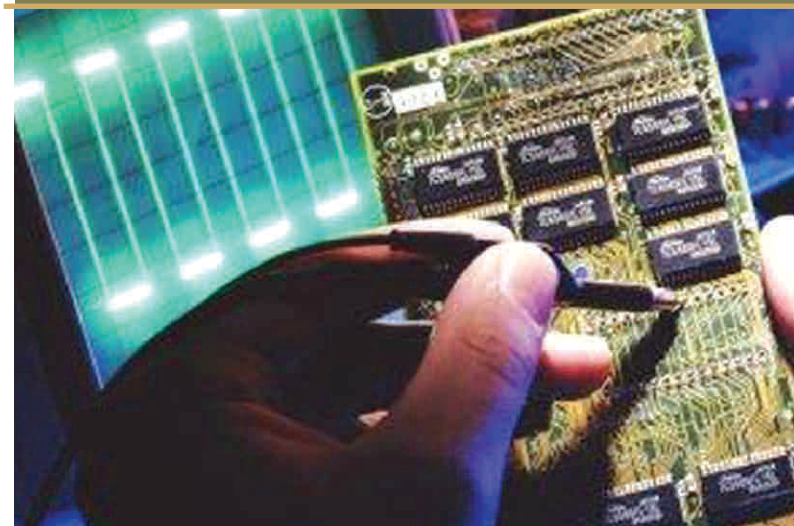
Hotel Accommodation

For reservation of Hotel rooms please contact the Supervisor room reservations at Al Dana Novotel Hotel on
Tel: +973 17 298008 Fax: +973 298338 Email: reservations@novotel-bahrain.com
or the Training Coordinator at the Bahrain Society of Engineers on
Tel: +973 17727100, Fax: +973 17729819 email: bseng@batelco.com.bh



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Computerized Maintenance Management Systems



Selection and Successful CMMS Implementation and Management

19 - 22 March 2007

Novotel Al Dana Resort, Kingdom of Bahrain

Organised by
The Training Centre, Bahrain Society of Engineers
Email: bseng@batelco.com.bh website: www.mohandis.org

CMMS

■ COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEMS

INTRODUCTION

CMMS and EAM systems (Computerized Maintenance Management Systems and Enterprise Asset Management systems) have been around for more than 25 years. They are among the most important tools to have been adopted by maintenance organisations around the world. Huge amounts of money have been spent on them, yet their success rate still remains low.

This program is designed specifically for those organizations who:

- wish to learn understand the process of selecting a CMMS or EAM system
- are planning to purchase and want to implement it effectively
- already have a system but want to upgrade it
- want to extract greater value from this very effective tool.

This program is targeted at those who want to improve their chances of a successful system and want to see the results of the system use grow in value.

AIMS AND OBJECTIVES

This program draws on years of practical experience. The attendees having the opportunity to discuss their own situations and requirements, and apply their learnings to their needs. With a combination of lecture, group discussions, workshops and individual presentations, the course is a lively and participative one which focuses on the needs of the attendees and their organizations.

Specific objectives include:

- Understanding CMMS and EAMs – and the differences between them
- Reviewing the purposes of system selection, and how the selection team can gain far more than just a software selection
- Walking through the individual steps in the selection process to ensure that the key elements are reviewed and understood
- Identifying the priorities and criteria in the selection process
- Staging the selection presentations and grading the results
- Planning the implementation process – including team composition and their roles
- Identifying pitfalls in the implementation process and how to avoid them.
- Recognizing the best practice requirements for the CMMS
- Learning the process of extracting value from the system.
- Understanding the imperative of quality data

WHO SHOULD ATTEND

Attendees could include personnel from the maintenance, materials, warehouse, procurement and reliability groups – especially those who:

- manage or supervise the use of the CMMS or EAM
- are part of the selection team
- will be part of the implementation team
- are involved in the maintenance, materials, procurement and reliability functions and are or will be system users are responsible for obtaining additional value from their systems

BENEFITS

The CMMS and EAM are tools – as such, tools require proper objectives, proper use and proper management. Attendees will explore these areas in a practical environment and learn how to apply their new knowledge in their own workplace.

Attendees will focus on the key steps in the selection process – this will increase their ability to set and apply the organization's priorities during the selection period. But in addition, it will also build the basis for establishing and achieving the benefits from the use of the system.

The CMMS and EAM tools are the most pervasive of all the systems tools being used in the modern physical asset departments. Values derived for the use of the system typically are limited to the speeding up or streamlining of the paper-pushing process. While these are indeed valuable results, the really important advances can be derived when the CMMS or EAM is used as a knowledge base. How to develop and use the knowledge base is a key element of the program.

The failure rate among systems is well-known. The causes of the failure are less well known – in this program, these failures will be clearly identified, along with their sources and their remedies. Armed with this information, attendees should be able to completely avoid or at least reduce the impact of these issues.

Selection and Successful CMMS Implementation and Management

At the same time, the CMMS and EAM are complex and sophisticated – with the capability of producing highly valuable results. The systems can be used to prompt improved maintenance results both in the short term and the long term. They can be used as the basis for further profitable analysis – acting as the core repository for data that can be used to improve reliability, track and predict failures, and produce KPI's.

Underpinning all attempts to improve maintenance is the question of data. Attendees will be exposed to the most recent practices in data collection – concentrating especially on the significance of consistent and accurate data. Examples of key reports will be presented, along with the data sources and the values that can be derived from them.

Finally, attendees will have some exposure to the finances that lie behind the systems; increasingly maintenance departments are being required to think in terms of financial costs, benefits and paybacks. This will be fully covered during the course in a context that is easily understandable by all participants.

COURSE PROGRAM

Day 1: Selection of the CMMS/EAM

- Some basics – definition of CMMS and EAM
- Systems components and how they work together
- Objectives of the CMMS/EAM – paybacks and values
- How much effort should you put into the selection process?
- Setting the priorities for your system selection
- Building the selection team
- Defining the steps in the selection process
- Long-lists and short-lists of vendors
- RFI's and RFP's
- Setting the selection criteria – veto items, must haves, nice to haves
- What about prices
- Evaluating responses – gut feel or points score
- Presentations, demonstrations and final selections
- References and vendors checks
- Negotiating and what happens next.

Day 2: Planning the implementation

- Objectives and timing
- The implementation team versus the selection team – roles and responsibilities
- Structuring the implementation plan – tips and tools
- The role of the vendor and the consultant – do you need both?
- Stages of the implementation

- Controlling the implementation process.
- Costs, schedules, timing, over-runs, variances, change control.
- Where the problems can be expected to arise
- What can you do to reduce their impact or avoid them altogether.

Day 3: The implementation process

- how it is to be managed – and by whom
- Implementation dangers – business, Vendor and Management Issues
- Running a successful pilot
- Configuration versus tailoring versus modifications
- Training – what who, when and how much
- System Integration
- Commissioning and go-live
- The Post Implementation Review

Day 4 – Building on the basics – Maintenance Improvement through CMMS

- Maintenance improvements through Equipment and Work Management
- Maintenance Savings improvements through Materials Management
- Best Practices through CMMS
- CMMS and Performance Measurement
- Zeroing in on Equipment Reliability
- Finances and CMMS
- CMMS Payback Process
- A look into the Future

Course Presenter



Ben Stevens

President of OMDEC Inc, a company dedicated to developing and selling products and services focused on equipment reliability and maintenance improvement. Ben was for seven years Business Development Manager in Pricewaterhouse Coopers International Centre of Excellence for Physical Asset Management in Toronto, focusing on PwC's business relationships with Asset Management System vendors. His prior experience includes President of DataTrak Systems – a CMMS distribution, sales and implementation company since 1984, and VP Finance for a number of manufacturing companies. He is a frequent speaker at conferences, has chaired the International Maintenance conferences in Dubai on six occasions, and has been published in several languages. He is well-known for his work in Bahrain and throughout the Gulf Region, having delivered many successful workshops here over the past ten years.