Mike’s World
The 5 Steps to Achieving Maintenance Utopia

Presented by:
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Presentation will cover:

• What Mike’s World really looks like
• The Five (5) top things to focus your attention on
• What the Return On Investment (ROI) will be
• Review how often front-line supervisors should be in the field per day
**Chaos to Mike’s World**

High Downtime & Low Quality  
Higher Cost

Low Downtime & High Quality  
Lower Cost

Chaos  
100% Reactive  
“If it ain't smoking, it ain't broken”

Mike’s World  
80-90% Proactive  
“You sleep all night”

Where is Your Organization?
WHAT IS IT?:

- Management and Customers Love the Maintenance Organization and Employees
- Management Thinks Maintenance is the Most Important Component of the Organization
- You Have More Maintenance Employees than You Need
What is It?:

• Maintenance Technicians are Paid More Than the Other Local Technicians
• Your Technicians are the Most Talented in the Area
  – Everyone wants your employees!
• You Spend 5-10% of Your Maintenance Hours in Training
What is It?:

• Your Technicians are the Most Talented in the Area
  – Everyone wants your employees!
• You Spend 5-10% of Your Maintenance Hours in Training
• Your CMMS is working perfectly
  – You would change nothing
WHAT IS IT?:

• Your Asset History and Equipment Details are Perfect
• You Plan and Schedule 80-90% of All Your Work
• Your Preventive Maintenance Program is Great and Inspections are Never Late
What is It?:

• Your Critical Equipment has a Predictive Maintenance Program
• You Have Detailed Performance Measures for All Aspects of the Maintenance Process
• You Perform Process and Customer Audits on a Regular Basis
DON’T LET PERFECTION STAND IN THE WAY OF PROGRESS

Author unknown
Top 5 Things To Improve Your Maintenance Program
NUMBER 5

• Develop a Preventive Maintenance Program (PM)
  – Tackle critical equipment first
  – Use the “KISS” principle
    • Keep it Simple Stupid
  – There is no such thing as a bad PM
    • Only better PMs
  – Measure performance
    • How successful is the program?
NUMBER 4

• Ensure Accurate Written Work Orders for All Work
  – Supervisor responsible for content and completeness
  – All fields used
  – Comments posted
  – All work charged to assets and equipment not buildings
  – Include labor, supplies, and vendor charges
NUMBER 3

• Hold Daily and/or Weekly Work Planning and Scheduling Meetings
  – Always on same day and time
  – Attendance is required (unless death certificate or loss of major organ)
• Have a Consistent Agenda
  – Discuss last week’s results
  – Talk about current week’s performance
  – Plan for the upcoming week’s projects and activities

• Discuss schedule compliance from previous week
  – 95% or greater
NUMBER 2

• Front Line Supervisors/Foreman/Lead Man on Floor or in the Field 50-60% of the Day
  – Remove administrative tasks
  – Remove paper work tasks
  – Improve communication methods
    • Smart phones
    • Tablets
    • Radios
  – Primary job is to “Lead, Guide, and Direct”
    • Not push paper!
Number 1

• Make Technicians Better “Fire Fighters”
  – Troubleshooting skills
    • Is your team properly trained for the task?
  – Proper tools and equipment
    • Never having to look for tools or equipment
  – Ample transportation equipment
    • Buggies, scooters, bicycles, golf carts, or vehicles
NUMBER 1 CONTINUED

• Make Technicians Better “Fire Fighters”
  – Communication tools
    • Radios, tablets, smart phones, etc.
  – One person jobs versus two person crews
    • Safety is rarely the issue....Lonely is!!!
WHAT IS YOUR ROI?

• Lower cost
• Higher quality
• Higher customer satisfaction
• Longer asset life
• Lower asset life cycle costs
• Higher morale
• More sleep at night!
In Review

• Don’t Let Perfection Stand in the Way of Progress
  – Do something!!

• Improve Firefighting
  – Make them faster and better

• Get Out on the Floor or Field
  – You can’t lead from the office
In Review

• Communicate on a Regular Basis
  – Regular planning and schedule meetings

• Require Accurate Work Documentation
  – I’s dotted and T’s crossed

• Develop a Good PM Program
  – All important equipment is inspected on a regular basis
Management is the efficiency in climbing the ladder of success.
Leadership determines whether the ladder is leaning against the right wall

Stephen Covey
QUESTIONS

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