How to Get Past the Top 3 CMMS Hurdles

Presented by
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Presentation Will Cover

- Major components of successful CMMS programs
- Identify the three (3) CMMS hurdles
- Discuss the role of discipline and accountability in managing your asset and work history
- Learn how developing a Master Plan can assist in your long-range CMMS goals
Major Components of a Successful CMMS

- Update system – less than 5 years old
- Easy to use architecture
- Properly installed
- Excellent training for all users
- Data base administrator (DBA) position exists
Major Components of a Successful CMMS

- Well thought out naming convention for all assets and equipment
  - Logical intelligent identifier

- Set of scorecards or performance measures
  - Track all features of the CMMS
  - Determine effectiveness of the process
Major components of a successful CMMS

- Accountability and discipline process in place to ensure long-term performance
  - Long-term culture of use
  - Create a CMMS tradition

- Periodic system upgrades to maintain system is up-to-date with current processes
Major components of a successful CMMS

- Monthly, quarterly, and yearly reviews and audits
  - To ensure system and process is providing value added information
The Top 3 CMMS Hurdles

1. **System must be installed properly**
   - Physically installed well
   - Adequate storage and backup systems
   - Good to great network speeds
   - Inter and intranet wireless access and speed
     - Laptops
     - Tablets
     - Smart Phones
The Top 3 CMMS Hurdles

1. System must be installed properly cont’d
   • Well thought-out naming convention
     ✓ Easy to understand and translate
     ✓ Designed for easy addition of additional equipment of assets
The Top 3 CMMS Hurdles

1. System must be installed properly cont’d
   - Completely populated with all systems, assets, and equipment
     ✓ Include every asset and system that you may want to track its performance in the future
   - Appropriate training for all users
     ✓ Create online training documents with videos as needed for future needs
The Top 3 CMMS Hurdles

2. Work Order Process Management

• Create work orders for all work
  ✓ Over 15 minutes
  ✓ Parts and supplies used
  ✓ Only critical systems or equipment
  ✓ Or........work orders for all work!

• Must be accurate
The Top 3 CMMS Hurdles

2. Work Order Process Management cont’d

• All fields completely populated
• Comments about work documented
• All craftsman accounted for on each work order
The Top 3 CMMS Hurdles

2. Work Order Process Management cont’d

• Signatures of all workers or employees in charge of crew
• Additional work identified in comments
• Additional work orders written as appropriate for new work found during current assignment
The Top 3 CMMS Hurdles

2. Work Order Process Management cont’d

• Process management
  ✓ Work schedules
  ✓ Daily assignments
  ✓ What goes out today comes back today
  ✓ Supervisor and technicians held accountable
    – Work orders returned to craftsman for proper completion
The Top 3 CMMS Hurdles

2. Work Order Process Management cont’d

• System kept clean and up-to-date
  ✓ Old files
  ✓ Obsolete files
  ✓ Backlog management

• Open work orders
The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed
   • Complete set of scorecards or performance measures
     ✓ Used to police whether the work order system is being used properly
The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed cont’d

• Compare and chart all related fields
  ✓ Look for the unusual
  ✓ Look for changes in numbers
  ✓ Compare to past performance
  ✓ Compare to industry standards
The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed cont’d

• Customer quality control review
  ✓ System performance
3. Validate the System is Performing as Designed cont’d

• Scorecards to track
  ✓ Actual hours to total hours available
  ✓ Actual hours to planned hours
  ✓ Total reactive hours to total available
  ✓ Total planned to total available
3. Validate the System is Performing as Designed cont’d

- Scorecards to track cont’d
  - Backlog trends over time
  - Work order quality – “A-B-C”
  - Work order open or assigned time – (how long have they been open?)
The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed cont’d

- Scorecards to track cont’d
  ✓ Work order distribution
    ▪ By craft and/or crew
    ▪ % work hours always equal to 8 hours or multiple of 8 hours
The Top 3 CMMS Hurdles

3. Validate the System is Performing as Designed cont’d

- Supervisors review daily
- Weekly planning and scheduling meeting
  ✓ to review system performance
CMMS Discipline and Accountability

- **Discipline**
  - Work order for all work
  - Must be accurate
  - Daily review to ensure above
CMMS Discipline and Accountability

- **Discipline**
  - Weekly analysis
  - Meetings and review process always the
    - Same time
    - Day, and
    - Date
CMMS Discipline and Accountability

- Accountability
  - Scorecards
  - Management involvement
  - Performance evaluations tied to CMMS performance
    - Individual performance
    - Team performance
    - Department performance
Use Master Plan to Assist with CMMS Performance

- Eliminate hurdles by developing a Master Plan
- Document each step of the CMMS implementation
- Assign a department champion to monitor steps and progress
Use Master Plan to Assist with CMMS Performance

- Adjust as needed
  - Slow down or speed up as needed
- Don’t let perfection stand in the way of progress
Final Thoughts

CMMS programs are only a tool

A well run process and culture must be in place for the tool to work properly
QUESTIONS
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