



Maintenance Auditing, Benchmarking & Improvement



2 - 13 September 2024



Amsterdam (Netherlands)

# Maintenance Auditing, Benchmarking & Improvement

course code: C8237 From: 2 - 13 September 2024 Venue: Amsterdam (Netherlands) - course Fees: 4500 Euro

## INTRODUCTION

Organisations increasingly need to make improvement a key part of their culture in order to remain cost competitive. The same is true of Maintenance Organisations. Maintenance Departments are increasingly under pressure to improve performance and reduce costs. This program looks at Maintenance Auditing and Benchmarking as two key tools that can be used as the basis for driving the improvement process in maintenance, by identifying best practices, gaps with current practices and assist with the formulation of strategies to bridge such gaps. In addition, we address how Auditing and Benchmarking can become an integral part of a maintenance management strategy by integrating such activities into maintenance performance measures, key performance indicators and objective setting.

## ILM CERTIFICATION

The Certified Maintenance Auditor is endorsed by the Institute of Leadership and Management (ILM). Delegates will complete an assessment at the end of the programme and, if successful, will become certified with the ILM. The assessment will focus on the topics covered by this programme.

## CONFERENCE OBJECTIVES

The objectives of this programme are to provide participants with an awareness and working knowledge of how to:

- Audit their maintenance operations
- Conduct a maintenance benchmarking study
- Use the results to establish and monitor an effective improvement strategy
- Establish Auditing and Benchmarking as a key element of their maintenance management strategy

## CONFERENCE METHODOLOGY

Maintenance Auditing and Benchmarking is a hands-on, stimulating learning experience. The program will be highly interactive, with opportunities to advance your opinions and ideas. Participation is encouraged in a supportive environment. To ensure the concepts introduced during the program are understood, they will be reinforced through a mix of learning methods, including lecture style presentation, open discussion, case studies, simulations and group work.

## PROGRAMME SUMMARY

This conference covers all the essential skills necessary to understand how an effective and efficient maintenance function is implemented, supported and improved. This includes the use and application of a standardised maintenance management audit methodology consistent with the recognised maintenance excellence framework to assess the current state of maintenance and identify opportunities for improvement. Similarly, participants will learn how plan, conduct and

interpret the results of a benchmarking study which has been adapted to the need of maintenance.

## CONFERENCE OUTLINE

### Introduction and Foundation Concepts

- Introduction to Auditing and Benchmarking
- Introduction to Maintenance Processes
- Approaches to Maintenance Management and Improvement
- Introduction to Maintenance Management Benchmarking Frameworks

### Maintenance Auditing

- Maintenance Performance Measures and Metrics
- The Maintenance Auditing Process
- Maintenance Auditing Methodology
- Conducting a Maintenance Audit
- Maintenance Audit Simulation Case Study

### Maintenance Auditing and Benchmarking

- Maintenance Audit Simulation Case Study
- Using Maintenance Audit Results to Plan Improvement Strategies
- Introduction to Benchmarking
- The Maintenance Benchmarking Process
- Maintenance Benchmarking Methodology
- Benchmarking Tools and Techniques

### Maintenance Benchmarking and Performance Measurement

- Benchmarking Tools and Techniques (continued)
- Designing and Preparing for a Benchmarking Study
- Selecting Benchmarking Partners
- Preparing for an conducting the benchmarking visit
- Reporting results of Benchmarking and Auditing Studies
- DuPont Analysis - Advanced Benchmarking Conducting a Maintenance Benchmarking Study

### Auditing, Benchmarking and Maintenance Improvement

- Benchmarking Simulation Case Study
- Integrating Benchmarking resulting into improvement and objective setting processes
- Integrating Maintenance Auditing and Benchmarking into the Performance Measurement System to establish improvement objectives and strategies
- Review of Best Practice Benchmarks and Case Studies
- Conclusion

