Introduction:
This course on maintenance management strategy and processes focuses on thoroughly structuring the maintenance management environment. Participants will gain insights into key elements necessary for crafting a robust maintenance management strategy.

The course encourages participants to enhance their practices by incorporating advanced tools such as maintenance auditing and benchmarking. These techniques aim to maintain consistency, drive continuous improvements, identify industry best practices, and aid in strategically developing maintenance management processes.

Target Audience:
This course is ideal for professionals involved in maintenance planning, scheduling, and work control. Individuals operating Computerized Maintenance Management Systems (CMMS) and stakeholders in work planning will benefit from this comprehensive training.

Course Objectives:
By the end of this course, participants will be able to:

1. Recognize planning best practices and address critical elements for action.
2. Understand how world-class organizations tackle common planning issues.
3. Evaluate their practices in comparison with others.
4. Enhance the use of communication and information tools.
5. Improve productivity with more timely and effective information.
6. Preserve lead time in work management for efficient resource planning and scheduling.
7. Ensure the consistency and reliability of asset information.
8. Execute more productive maintenance turnarounds.
9. Refine preventive and predictive maintenance strategies.
10. Conduct comprehensive audits of maintenance operations.
11. Undertake benchmarking studies to inform improvement strategies.

12. Use audit and benchmarking results to develop a strategy for continuous improvement.

Targeted Competencies:
Upon completing this course, participants will have developed competencies in:

1. Modern maintenance management practices.
2. Developing and optimizing maintenance strategies and processes.
3. Maintenance policies and logistics planning.
4. Failure management techniques.
5. Work planning, scheduling, and control.
6. Information and performance management.
7. Maintenance auditing and benchmarking.
8. Performance measurement.

Course Content:

Unit 1: Modern Maintenance Management Practices

- The role of maintenance within the business process.
- Evolution of maintenance management practices.
- The contribution of maintenance to achieving business objectives.
- The development of maintenance strategies.
- The relationship between business objectives, operations, and maintenance performance.
- Key roles and accountabilities in maintenance management.
- Equipment classification and identification.
- CMMS requirements and functional location.

- Documentation structures and their importance.

Unit 2: Maintenance Policies and Logistics Planning

- Maintenance management policies.
- Equipment criticality grading and job record policies.
- Work order design principles.
- Maintenance work prioritization.
- Maintenance logistics planning and logistic support analysis.
- Task detail planning and work estimating.
- Support documentation and equipment.
- Personnel and organizational competency development.

Unit 3: Failure Management Programme Development

- Understanding failure modes, effects, and consequences.
- Equipment functions and performance standards.
- Identifying and managing functional failures.
- Using Reliability-Centered Maintenance (RCM) to develop failure management policies.
- Categorizing and structuring routine maintenance tasks.
- Corrective maintenance planning and logistical requirements.
- Implementing failure management policies.

Unit 4: Work Planning, Scheduling, and Control

- Definitions of notifications, defects, and deviations.
- Notification processes and roles.

- Prioritizing notifications and creating a weekly master schedule.
- Master schedule objectives and workload categorization.
- Determining resource availability and equipment utilization profiles.
- Conducting master schedule review meetings and implementing the final schedule.
- Managing backlogs and applying critical path analysis to project maintenance.

Unit 5: Information and Performance Management

- The role of management and information in maintenance operations.
- Key performance indicators (KPIs) for maintenance performance.
- Developing management reports for informed decision-making.
- Streamlining information control across different management levels.
- Establishing effectiveness, workload, and cost performance indicators.

Unit 6: Introduction and Foundation Concepts

- The need for improvement in the maintenance management environment.
- Overview of maintenance improvement approaches.
- Introduction to maintenance auditing and benchmarking as drivers for improvement.
- Implementing sustainable improvement strategies.

Unit 7: Maintenance Auditing

- Understanding the maintenance auditing process and methodology.
- Conducting a maintenance audit and interpreting the results.
- Using audits to foster continuous improvement.

Unit 8: Maintenance Auditing and Benchmarking

- Conducting internal benchmarking using maintenance audits.
- Designing a customized audit process.
- The maintenance benchmarking process and methodology.
- Preparing for and designing benchmarking studies.

Unit 9: Maintenance Benchmarking and Performance Measurement

- Conducting a maintenance benchmarking study.
- Integrating benchmarking results into the improvement and objective-setting processes.
- Reporting the results of benchmarking and auditing studies.
- Developing key performance measures for maintenance operations.
- Using the Maintenance Balanced Scorecard.

Unit 10: Integrating Maintenance Auditing and Benchmarking

- Integrating maintenance auditing and benchmarking with performance measurement systems.
- Using audit and benchmarking results to establish improvement objectives and strategies.
- Monitoring the impact of performance improvements on maintenance management.

By completing this course, participants will gain the knowledge and tools to implement and enhance maintenance management strategies, leading to improved operational efficiency, cost management, and business performance.