

Maintenance Organization

Course 901: Maintenance Organization

Covers the basic types of maintenance organizations. Discusses cost-saving concepts of using work order systems. Explains how to develop and use information sources to implement maintenance management. Shows how to apply work standards and planning procedures to simplify a supervisor's job. Introduces the use of computers for first-line supervisors.

TPC Training is accredited by IACET to offer **0.7 CEU** for this program.



Lesson 1: Types of Maintenance Organization

Topics

Maintenance Management; Objectives and Priorities; Performing Effectively; Overcoming Maintenance Problems; Types of Maintenance Organizations; Comparing Organizations; Who Controls Maintenance?; Span of Control; Organizational Charts; Department Changes

Objectives

- Describe the functions of the first-line supervisor, the middle-level supervisor, and the top-level supervisor.
- List some of the common problems that lead to difficulties in operating a maintenance department.
- Outline the differences among functional organizations, area organizations, and the centrally controlled maintenance organization.
- Explain the chain of command of a company using its organizational chart.
- Identify the elements that make employees resistant to reorganization, and what can be done to counter this resistance.

Lesson 2: Maintenance Planning and Operations

Topics

Maintenance Management System; Defining the Workload; Maintenance Vocabulary

Objectives

- Describe the way the first-line supervisor's position fits into the overall maintenance system.
- List five types of written orders that can be used for assigning work.
- Classify different kinds of repairs and list them in proper order of importance.
- List the duties of the maintenance planner and the maintenance engineer as they relate to the duties of the first-line supervisor.
- Define standard terms of the maintenance supervisor's vocabulary.

Lesson 3: Work Order Systems

Topics

Work Orders; Controlling Costs with Work Standards; Other System Components; When to Use the EWO or MWO; MWO Format; Reporting Resource Use; Standing Work Orders; Equipment Master File; Planner's Use of the MWO; Function of the EWO; PM Work Orders; Manual Work Orders; Master Schedule as a Work Order

Objectives

- Describe the use of the maintenance work order.
- Explain the importance of job priorities.
- Identify two basic types of work standards.
- Distinguish between the uses of the engineering work order and the maintenance work order.
- Describe the uses of the master schedule and the PM work order

Lesson 4: Using Information Sources

Topics

The Uses of Maintenance Information; Controlling Maintenance through Information; Controlling Labor Uses and Costs; The Computer-Based Management System; Labor Control Information; Reporting Labor Information; Controlling Major Jobs; Material Control; Maintenance Costs; Noncomputer Information; Informal Information; Performance Information You've Always Wanted To Have; Supervisors Need Information; Improving the Information Environment

Objectives

- Explain the importance if using information sources.
- List the types of information that originate within the maintenance department and from other sources.
- List the elements that must be considered when developing a computer-based information system.
- Describe the uses of labor control information.
- Calculate manhour performances indexes.

Lesson 5: Controlling Backlog through Planning

Topics

Why is Maintenance Planning Important?; Planning as a Maintenance Management Tool; Planning Concepts; Coordinating the Plan; Detailed Maintenance Planning Procedures; Plan for Craft Skills; Special Planning Considerations; Sources of Planned Work; Effect of Planning on Manpower Use

Objectives

- Explain the role planning plays in reducing downtime costs and improving manpower use.
- List the five steps of the decision-making process.
- Define goals, objectives, policies, procedures, and programs in the context of maintenance planning.
- Describe the role of the maintenance planner.
- List six areas in which planning enhances labor use.

Lesson 6: Applying Work Standards

Topics

Why Use Standards?; Time Standards; How Are Time Standards Used?; Standards Help to Reduce Costs; Using Engineered Performance Standards; The Spreadsheet; Controlling the Backlog; Assigning Priorities; Scheduling Work; Craft Use and Backlog; Analyzing Backlog Data

Objectives

- Explain why standards are used.
- Describe quality and quantity standards and their uses.
- List five conditions a maintenance department must meet in order for standards to be workable.
- Describe how different types of standards are developed.
- State how the backlog can be analyzed to evaluate the makeup of the workforce.

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Lesson 7: Managing Maintenance by Computer

Topics

The Computer's Function; Information Sources; Computer Files; Processing Data; Sources of Data-Processing Support; Package Programs; Accessing and Inputting Information; Computerizing Essential Maintenance Information; Making Use of Computer Information

Objectives

- Describe the function of the computer in maintenance information management.
- List the types of information that should be stored in a computer.
- List types of data processing support available to maintenance departments.
- Use basic computer terminology.