

COURSE OVERVIEW RE0698
Maintenance Management Best Practices
Systems Tools & Techniques
(E-Learning Module)

Course Title

Maintenance Management Best Practices: Systems Tools & Techniques (E-Learning Module)

Course Reference

RE0698

Course Format & Compatibility

SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration

30 online contact hours
(3.0 CEUs/30 PDHs)



Course Description



This course is designed to provide participants with a detailed and up-to-date overview of the systems tools and techniques of maintenance management best practices. It covers the objective, facts and figure of maintenance including maintenance cost and maintenance development over time; the maintenance policies, maintenance strategies, predictive maintenance (PDM) techniques and condition monitoring; the importance of lubricating; the oil sampling and testing, thermography, vibration analysis, physical effects monitoring and the factors which influence maintenance strategy; the root cause analysis and its benefits, types and methodology; and the reliability centered maintenance, total productive maintenance, maintenance methods and risk management.

Further, the course will also discuss the evolution of maintenance methods, the nature of failures and equipment failure patterns, machinery failure, failure mode and its types; the causes of failures, failure mechanisms and the main modes of failure; the effects and criticality analysis (FMECA), failure consequence categories, planning and scheduling; the steps for effective planning process; the maintenance planning and scheduling process; and the turnaround maintenance, backlog management, work planning, scheduling and maintenance planning.

Moreover, the course will also discuss the principles of effective maintenance planning; the responsibilities of maintenance planner/scheduler and the requirements for an effective maintenance planning and scheduling process; the factors influencing number of planners; the key procedures for effective scheduling and the steps for an effective planning process; the criteria of a planned job, screen work requests, job assessment and scoping checklist and total planned time for scheduling purposes; the detailed planning and breakdown of job steps; the materials management's support to proactive, planned maintenance; the key procedures for effective scheduling; the turnaround maintenance, backlog management, backlog targets, materials, repair, operations store management and lubrication storage and handling; the proper housekeeping, receiving, inspection, shipping, servicing of stored items, racks and bins, satellite storage and free-issue stores; the key performance indicators; the failure modes and effects analysis (FMEA), maintenance and reliability best practices, mean time between failures (MTBF) and mean time to repair (MTTR); and the benchmarking and its benefits, types and processes.

During this course, participants will learn the works execution management; the resources available; the six leadership styles; the six dimensions of organizational climate; the impact of styles and climate on employee motivation; the style of management, motivating strategies and job satisfaction; the seven leadership competencies, modern maintenance management and the importance of teams; the tips for effective group meeting, maintenance implementation strategies and proper communication; the HR function of maintenance managers; the manpower planning, recruitment, selection, induction, training, employee development, health, & safety, security and welfare; the performance appraisal; the types of absenteeism and methods of reporting absenteeism, controlling absenteeism, maintenance excellence and life cycle cost analysis; and the asset management strategy, strategic plan for asset management and the benefits of strategic asset management.

Course Objectives

The course should serve the following overall learning objectives:-

- Apply and gain a comprehensive knowledge on the systems tools and techniques of maintenance management best practices
- To provide a step by step guide to maintenance management best practice starting with foundations and building up to best practice that will deliver maximum business benefits
- To instruct maintenance management optimization best practice techniques
- To provide opportunities to discuss the application of these best practices
- To provide an opportunity to learn these concepts through practical exercises
- Discuss the objective, facts and figure of maintenance including maintenance cost and maintenance development over time
- Classify maintenance policies, compare maintenance strategies and apply predictive maintenance (PDM) techniques and condition monitoring



- Explain the importance of lubricating, perform oil sampling and testing, thermography, vibration analysis, physical effects monitoring and the factors which influence maintenance strategy
- Carryout root cause analysis and discuss its benefits, types and methodology
- Define maintenance terms and employ reliability centered maintenance, total productive maintenance, maintenance methods and risk management
- Illustrate the evolution of maintenance methods and discuss the nature of failures and equipment failure patterns, machinery failure, failure mode and its types
- Characterize failure and equipment failure patterns as well as identify age versus reliability patterns, causes of failures, failure mechanisms and the main modes of failure
- Carryout failure process, failure modes, effects and criticality analysis (FMECA), failure consequence categories, planning and scheduling
- Define maintenance excellence and illustrate the steps for effective planning process
- Discuss the important partnership for effective planned maintenance as well as organize and manage a maintenance planning and scheduling process
- Perform turnaround maintenance, backlog management, work planning and scheduling, maintenance planning and the steps for an effective planning process
- Discuss the principles of effective maintenance planning, review the practical result of planning and organize and manage a maintenance planning and scheduling process
- Explain the responsibilities of maintenance planner/scheduler and the requirements for an effective maintenance planning and scheduling process
- Identify the factors influencing number of planners (planner to craft ratio) and the duties of a maintenance planner and maintenance supervisor
- Apply key procedures for effective scheduling and the steps for an effective planning process
- List the criteria of a planned job, screen work requests, evaluate the job scope of work and apply job assessment and scoping checklist and total planned time for scheduling purposes
- Perform detailed planning and breakdown of job steps, apply job preparation and the planned job package and get feedback on the job plan
- Coordinate equipment access, perform permitting, safety and compliance issues and an important partnership for effective planned maintenance
- Recognize responsibilities of the planner/scheduler to the materials management process
- implement materials management's support to proactive, planned maintenance
- Explain the concepts for planning different types of jobs including the planning process, scheduling process and principles of effective scheduling





- Recognize valid priority system and apply weekly meeting, key procedures for effective scheduling, key guidelines for completing the scheduling process and handling schedule adjustments
- Perform morning meeting, job close out and follow up, scheduling compliance and identify the reasons for scheduling non-compliance
- Employ turnaround maintenance, backlog management, backlog targets, materials, repair, operations store management and lubrication storage and handling
- Review organization chart of MRO storeroom, storekeeper attributes, procurement, cutting inventory costs and physical storage
- Implement proper housekeeping, receiving, inspection, shipping, servicing of stored items, racks and bins, satellite storage and free-issue stores
- Apply vendor-managed storage and discuss maintenance key performance indicators BS EN 15341 standard
- Carryout maintenance performance and discuss system of indicators, architecture of key indicators, economic key indicators, technical key indicators and organizational indicators
- Implement methodology for the selection and use of key performance indicators as well as determine the desirable characteristics of KPIs, select the relevant indicators and define and collect basic data
- Calculate indicators, identify the type of presentation, test and validate and analyze the results of assessing KPI usefulness
- Employ maintenance and reliability and explain annual maintenance cost as a percent of replacement asset value
- Carryout failure modes and effects analysis (FMEA), maintenance and reliability best practices and define mean time between failures (MTBF) and mean time to repair (MTTR)
- Discuss MRO inventory value as a percent of replacement asset value (RAV) and apply reliability centered maintenance (RCM) as well as schedule compliance and identify cost of quality
- Implement maintenance effectiveness, maintenance efficiency and preventive inspection effectiveness
- Recognize the ratio of preventive to breakdown maintenance, backlog, % scheduled man hours planned, % scheduled man hours planned, % scheduled compliance and % planning effectiveness, % man hours available, % rework, % failures investigated
- Discuss MIP process effectiveness, carryout benchmarking and identify its benefits, types and processes
- Apply works execution management, review the practical result of planning and discuss functions of maintenance manager including management and supervisor functions
- Organize, lead and control activities and identify the resources available and should be managed by the supervisor





- Explain the role of leadership as well as carryout emotional intelligence, leadership styles, self-awareness and self-management, social awareness and relationship management
- Implement management skills and leadership styles and identify the factors that impact appropriate use of styles
- Recognize the six leadership styles covering directive, visionary, affiliative, participative, pacesetting and coaching
- Discuss the 6 dimensions of organizational climate comprising of flexibility, responsibility, standards, rewards, clarity and team commitment
- Explain the impact of styles and climate on employee motivation as well as apply style of management, motivating strategies and job satisfaction
- Interpret perspectives of leadership, the seven leadership competencies, modern maintenance management and the importance of teams
- Apply tips for effective group meeting, maintenance implementation strategies and proper communication
- Identify the HR function of maintenance managers and apply manpower planning, recruitment, selection, induction, training, employee development, health, & safety, security and welfare
- Apply performance appraisal, identify the types of absenteeism and carryout methods of reporting absenteeism, controlling absenteeism, maintenance excellence and life cycle cost analysis
- Develop asset management strategy and implement strategic plan for asset management
- Gain control of the works and identify the benefits of strategic asset management

Who Should Attend

This course covers systematic techniques and methodologies on the systems tools and techniques of maintenance management best practices for operations managers, section heads, maintenance, reliability, machinery and plant engineers, superintendents, engineers, supervisors, PMV foremen and planners.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.




Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -


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USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Fee

As per proposal

Course Contents

- Understanding Maintenance
- What is Maintenance?
- The Objective of Maintenance?
- Facts & Figures
- Understanding Maintenance Cost
- Maintenance Costs
- Direct Costs
- Stand-by Costs
- Lost Production Costs
- Degradation Cost
- Cost of Downtime
- Maintenance Development Over Time
- Growing Maintenance Expectations
- Maintenance Policies
- Classification of Maintenance Policies
- Run to Failure or Breakdown) Maintenance
- Run to Failure or Breakdown or Corrective Maintenance
- Run to Failure (Breakdown) Maintenance
- Run to Failure Maintenance - Disadvantages
- Preventive Maintenance
- Preventive Maintenance - Advantages
- Preventive Maintenance - Disadvantages
- Predictive Maintenance
- Comparison of Maintenance Strategies
- Predictive Maintenance (PdM)
- Predictive Maintenance (PdM) Techniques
- Condition Monitoring
- Oil Analysis
- The Importance of Lubricating
- Why do we Lubricate?
- The Correct Amount of Lubricant

- Look
- Oil Sampling and Testing
- Physical Appearance and Odor
- Viscosity
- Oil Sampling and Testing
- Factors Affecting Viscosity
- Particle Count
- Total Acid Number
- Wear Metal Analysis
- Water Content
- Thermography - What is it?
- Thermography
- Thermography Uses in Electrical Components
- Thermography Uses in Mechanical Components
- Thermography - What is Needed for it?
- Predictive Maintenance (PdM) Techniques
- Advantages of Thermography
- Limitations of Thermography
- Vibration Analysis
- Uses of Vibration Analysis
- Failures Detected Using Vibration Analysis
- What is needed for Vibration Analysis
- Limitations of Vibration Analysis
- Advantages of Vibration Analysis
- Ultrasonic's
- Applications for Ultrasonic's
- Limitations of Ultrasonic's
- Advantages of Ultrasonic's
- Physical Effects Monitoring
- Liquid Dye Penetrants
- Strippable Magnetic Film
- Magnetic Particle Inspection
- Coupon Testing

- X-Ray Radiography
- Discussion
- Maintenance Policies
- Proactive Maintenance
- Proactive vs. Preventive/Predictive
- Which Maintenance is the Most Effective?
- Factors which Influence Maintenance Strategy
- What is Root Cause Analysis?
- Root Cause Analysis
- RCA vs RCFA
- What is Root Cause Failure Analysis?
- Why Root Cause Analysis
- Why perform failure analysis?
- We Perform Root Cause Analysis to Prevent Turnbacks and Customer Escapes from Recurring
- Benefits of RCFA
- Types of RCA
- Safety-based RCA
- Production-based RCA
- Process-based RCA
- System-based RCA
- Some Other Definitions
- RCFA Methodology
- Appoint a Team
- Clearly Define the Problem / Boundaries
- Event Investigation by Using any of the Following Tools
- Submit Recommendations to Decision Makers
- Project Management
- Maintenance Terms and Definitions
- MTBF (Mean Time Between Failure)
- MTTR (Mean Time to Repair)
- Reliability
- Availability
- Maintainability

- Root Cause Failure Analysis
- FMEA/FMECA
- Reliability Centered Maintenance
- Total Productive Maintenance
- Maintenance Methods and Risk Management
- Risk in Maintenance
- Risk Quantification
- Dealing with Risk
- The Evolution of Maintenance Methods
- Zero – based Maintenance
- Course Recap
- Nature of Failures & Equipment Failure Patterns
- What is “Machinery Failure”?
- Non-Repairable vs. Repairable Equipment
- What is “Failure Mode”?
- Types of Failure Mode
- How Failures Appear?
- Sporadic Failures
- Chronic Failures
- So What?
- The Failure Characteristics
- “Wear In” Failures
- “Normal Wear” Failures
- “Wear Out” Failures
- Equipment Failure Patterns
- Age Versus Reliability Patterns
- 6 Failure Patterns
- Causes of Failures
- Design Failure
- Material Selection Deficiencies
- Manufacturing Defects
- Assembly and Installation Errors
- Excessive Demands

- Human Errors
- The Failure Mechanisms
- Main Modes of Failure
- Ductile Failure
- Brittle Failure
- Metal Fatigue
- Metal Creep
- Wear
- Adhesive Wear
- Abrasive Wear
- Erosive Wear
- Corrosion
- Corrosion Fatigue
- The Failure Process
- FMECA and RCM
- Failure Modes, Effects and Criticality Analysis (FMECA)
- The Failure Process
- Failure Consequence Categories
- Planning & Scheduling
- Definition of Maintenance Excellence
- Steps for an Effective Planning Process
- An Important Partnership for Effective Planned Maintenance
- Organizing and Managing a Maintenance Planning and Scheduling Process
- Planning
- Anatomy of Planned Works
- Anatomy of Un-planned Works
- Levels of Planning
- Day to Day Planning
- Development of a Planning Package Includes
- Work Order
- Planner's Attributes
- Principles of Effective Maintenance Planning
- Failures of Planning

- The Planning Process
- Do not Schedule a Job Until All of these Things are in Place
- Scheduling
- Schedule
- Types of Schedule
- Factors that Affect Scheduling
- Principles of Effective Scheduling
- Tips of How to Draw a Schedule
- Emergency Work How to Fit it in Your Schedule
- Turn Around Maintenance
- Backlog Management
- Backlog Targets
- Work Planning & Scheduling
- Definition
- Importance
- What is Maintenance Planning?
- Maintenance Forecasting
- Steps for an Effective Planning Process
- An Important Partnership for Effective Planned Maintenance
- Principles of Effective Maintenance Planning
- Principle 1: Separate Department
- Principle 2: Focus on Future Work
- Principle 3: Component Level Files
- Principle 4: Estimates Based on Planner Expertise
- Principle 5: Recognize the Skill of the Crafts
- Principle 6: Measure Performance with Work Sampling
- The Practical Result of Planning
- Freed-up Technicians
- The Specific Benefit of Planning Calculated
- How Many Planners?
- Where Planning Fits into Maintenance
- The Planning/Scheduling Organization Chart
- Organizing and Managing a Maintenance Planning and Scheduling Process



- Roles and Responsibilities
- Maintenance Planner/Scheduler
- Requirements for an Effective Maintenance Planning and Scheduling Process
- Planner/Scheduler Selection and Key Roles Responsibilities
- Good Planning Starts with a Good Planner
- The Maintenance Planner
- Selection of a Planner
- Duties of a Maintenance Planner
- More Duties of a Maintenance Planner
- Even More Duties of a Maintenance Planner
- Compensation
- Planner's time
- What a Planner Should NOT do
- Maintenance Planner/Scheduler
- Maintenance Supervisor
- Supervisor Responsibility for Job Execution
- Key Procedures for Effective Scheduling
- Maintenance Engineering
- Steps for an Effective Planning Process
- Criteria of a Planned Job
- Steps for an Effective Planning Process
- What Work Orders to be Planned and How Much Planning is Enough
- Informational Support-The Maintenance Technical Library
- Screening Work Requests
- Evaluating the Job for Scope of Work
- Job Assessment and Scoping Checklist
- Total Planned Time for Scheduling Purposes
- Detailed Planning and Breakdown of Job Steps
- Job Preparation and the Planned Job Package
- Getting Feedback on the Job Plan
- Coordinating Equipment Access, Permitting, Safety and Compliance Issues
- An Important Partnership for Effective Planned Maintenance
- Responsibilities of the Planner/Scheduler to the Materials Management Process



- Maintenance Storeroom
- Materials Management's Support to Proactive, Planned Maintenance
- Concepts for Planning Different Types of Jobs
- Proactive versus Reactive Maintenance
- Extensive versus Minimum Maintenance
- The Planning Process
- Scheduling
- Do not Schedule a Job Until All of these Things are in Place
- The Scheduling Process
- What is Scheduling?
- Principles of Effective Scheduling
- Principle 1: Plan for Lowest Required
- Principle 2: Schedules and Job Priorities are Important
- Principle 3: Schedule from Forecast of Highest Skills Available
- Principle 4: Schedule for Every Work Hour Available
- Principle 5: Crew Leader Handles Current Day's Work
- Principle 6: Measure Performance with Schedule Compliance
- Valid Priority System
- The Scheduling Process
- 1- Forecasting Work Hours
- 2- Sorting Work Orders
- 3- Allocating Work Orders
- Weekly Meeting
- Agenda of Weekly Meeting
- Key Procedures for Effective Scheduling
- Key Guidelines for Completing the Scheduling Process
- Do not Schedule a Job Until All of these Things are in Place
- Handling Schedule Adjustments
- The Morning Meeting
- Job Close Out and Follow Up
- Schedule Compliance
- Reasons for Schedule Non-Compliance
- Turn Around Maintenance

- Backlog Management
- Backlog targets
- Materials, Repair, Operations Store Management
- Course Perspective & Approach
- Manager's View of MRO storerooms
- Typical Look of MRO Stores
- Typical Look of MRO Storeroom
- MRO to be
- RMO to be
- Lubrication Storage and Handling – Best Practice
- How do we go from pictures A to B
- Organization Chart of MRO's
- Organization Chart of MRO Storeroom
- Storekeeper Attributes
- Procurement
- Cutting Inventory Costs
- Ways to Reduce Inventory Waste/Costs
- Supplier Partnering Programme (SPP)
- The SPP “Win-Win” Alliance
- Definitions
- Lead Time
- Economic Order Quantity (EOQ)
- Open or Closed Storeroom?
- Physical Storage
- Environment
- Housekeeping
- Receiving, Inspection and Shipping
- Servicing of Stored Items
- Racks and Bins
- Satellite Storage
- Free-Issue Stores
- Vendor-Managed Storage
- Maintenance Key Performance Indicators BS EN 15341 Standard

- Why Measure?
- Introduction
- What are KPIs?
- Scope
- Terms and Definitions
- Maintenance Performance
- System of Indicators
- Objectives
- Architecture of Key Indicators
- Economic Key Indicators
- Technical Key Indicators
- Organizational Indicators
- Methodology for the Selection and Use of Key Performance Indicators
- Desirable Characteristics of KPIs
- Defining the Objectives
- Selecting the Relevant Indicators
- Selecting Indicators
- Defining, Collecting the Basic Data
- Calculating the Indicators
- Type of Presentation
- Test and Validation
- Analysis of the Results
- Assessing KPI Usefulness
- Summary
- Conclusions
- Annexure A
- What Is a Best Practice?
- Understanding Maintenance and Reliability
- Examples of Maintenance and Reliability Benchmarks
- Key Terms and Definitions
- Annual Maintenance Cost as a Percent of Replacement Asset Value
- Availability
- Failure Modes and Effects Analysis (FMEA)



- Maintenance and Reliability Best Practices
- Mean Time Between Failures (MTBF)
- Mean Time to Repair (MTTR)
- MRO Inventory Value as a Percent of Replacement Asset Value (RAV)
- MRO Stores Inventory Turns
- Percent Planned Work
- Reliability
- Reliability Centered Maintenance (RCM)
- Schedule Compliance
- LTIFR
- Maintenance Cost per Unit vs. Budget
- Maintenance Cost per Hour vs. Budget
- Cost of Quality
- Maintenance Effectiveness
- Maintenance Efficiency
- MTBF
- MTTR
- Preventive Inspection Effectiveness
- Ratio of Preventive to Breakdown Maintenance
- Backlog
- % Scheduled Man Hours Planned
- % Scheduled Compliance
- % Planning Effectiveness
- % Man Hours Available
- % Rework
- % Failures Investigated
- MIP Process Effectiveness
- Benchmarking
- Benchmarking - Definition
- Benchmarking – An Improvement Tool
- Benchmarking – Benefits
- Benchmarking – Types
- Benchmarking – Process



- Course Recap
- Works Execution Management
- Organization Structures
- Vocabulary
- The Practical Result of Planning
- Where Planning Fits into Maintenance
- Functions of Maintenance Manager
- What Maintenance Managers do?
- Reaching Organisational Goals by Managing Resources
- Management & Supervisor Functions
- Planning Activities
- Organising Activities
- Leading Activities
- Controlling Activities
- What Resources are Available and should be Managed by the Supervisor?
- Financial
- Human/People
- Physical
- Information
- Resources
- Role of Leadership
- The Power of Leaders
- Emotional Intelligence
- Competencies
- Leadership Styles
- Organizational Climate
- Climate
- Manager's Act
- I. Self-Awareness
- II. Self-Management
- III. Social Awareness
- IV. Relationship Management
- Relationship Management



- Management Roles
- Management Skills
- Managerial Activities Study.
- Allocation of Activities by Time
- Leadership Styles
- Role of Leadership
- Leadership Styles are a Function of
- Factors That Impact Appropriate Use of Styles
- Six Leadership Styles
- Directive Style
- Visionary Style
- Affiliative Style
- Participative Style
- Pacesetting Style
- Coaching Style
- Organizational Climate
- 6 Dimensions of Organizational Climate
- Flexibility
- Responsibility
- Standards
- Rewards
- Team Commitment
- Impact of Styles and Climate on Employee Motivation
- What is Motivation?
- What Managers Can Do?
- What can Managers Do?
- Motivation
- Style of Management
- Motivating Strategies
- Job Satisfaction
- Job Satisfaction Outcomes
- What is a Competency?
- About Competencies



- There are Many Ways to Success
- Perspectives of Leadership
- Seven Leadership Competencies
- Coping with “Temporariness”
- Declining Employee Loyalty
- Managers Dilemma
- Message
- Human Resources
- Modern Maintenance Management
- The Evolving Role of Engineering
- Operator Best Operating Practice (BOP)
- Reliability Engineer
- The Importance of Teams
- What is a Team?
- Good Teams
- Global Virtual Teams
- Meeting
- Tips for Effective Group Meeting
- Maintenance Implementation Strategies
- Incorrect Strategies
- Communication
- Modern Maintenance Management
- The Three Requirements for Fundamental Improvement
- The Maintenance Organization
- Organisational Design (OD)
- Vocabulary
- HR Function of Maintenance Managers
- Manpower Planning, Recruitment, Selection
- Planning
- Recruitment
- Recruitment Process
- Induction, Training, & Employee Development
- Training

- Health, Safety, Security & Welfare
- Motivation, Employee Absenteeism
- Motivation
- Style of Management
- Motivating Strategies
- Disciplinary Action
- Procedure
- Performance Appraisal
- Steps in Appraisal
- Appraisal Force Distribution Method
- Employee Absenteeism
- Types of Absenteeism
- Methods of Reporting Absenteeism
- Controlling Absenteeism
- Positive Reinforcement
- Combination Approach
- No – Fault Policy
- Paid – Time – Off program (PTO)
- Measuring Absenteeism
- Maintenance Excellence
- What is it?
- Maintenance Excellence – The Route
- The Scoreboard for Maintenance Excellence
- Key Success Factors
- Life Cycle Cost Analysis
- Life Cycle Costs
- Life Cycle Cost Analysis Breakdown
- Life Cycle Cost Analysis Summary
- Course Recap
- Developing an asset Management Strategy
- Asset Management
- Functional Excellence Model
- Asset Management. Excellence Model

- Strategic Plan for Asset Management
- Implementing Strategic asset Management
- Gaining Control of the Works
- Benefits of Strategic Asset Management
- Strategic Asset Management
- Asset Management