

A stylized world map with a grid of latitude and longitude lines. The map is centered on the Atlantic Ocean. The landmasses are shown in a light gray color. Several regions are highlighted in a solid blue color: North America (including the United States, Canada, and Alaska), Western Europe (including the British Isles, France, Germany, and the Benelux region), the Mediterranean region (including Spain, Italy, Greece, and Turkey), and Australia. A large blue oval is superimposed over the center of the map, containing the text.

The Maintenance Excellence Institute International

World Wide Services – Measured Shop Level Results

INTRODUCTION **to** **THE SCOREBOARD for** **FACILITIES MANAGEMENT** **EXCELLENCE**



The Maintenance Excellence Institute International

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The Maintenance Excellence Institute International: Worldwide Services – Measured Shop Level Results

Our Three Areas of Service

Maintenance Excellence Services

Training for Maintenance Excellence

Operational Services



The Maintenance Excellence Institute International

Maintenance Excellence Begins With PRIDE in Maintenance

Maintenance Excellence Services

Important First Steps: Typically, our very first step with each client begins with a Scoreboard for Facilities Management Excellence assessment to “determine where you are” with opportunities for improvement.

We also define your current strengths. Results from today's most comprehensive assessment process clearly defines strengths, opportunities and potential gained value.

From the assessment, there may be opportunities to:

- ✓ Implement Preventive and Predictive Maintenance Technology
- ✓ Achieve Effective Planning, Estimating and Scheduling
- ✓ Improve Maintenance Storeroom Operations
- ✓ Develop Improved MRO Materials Management Processes
- ✓ Go Beyond RCM/TPM for Continuous Reliability Improvement (CRI)
- ✓ Maximize Asset Uptime and Overall Equipment Effectiveness (OEE)

Maintenance Excellence Services

A Scoreboard Assessment May Show the Need to:

- ✓ Increase Craft Wrench Time and Overall Craft Effectiveness (OCE)
- ✓ Achieve Benefits from Effective Craft Skills Development
- ✓ Develop Operator-Based Maintenance for PRIDE-in-Ownership
- ✓ Select and Implement Effective CMMS/EAM
- ✓ Implement Profit-Centered Maintenance Performance Measurement
- ✓ Provide Critical Asset Performance Facilitation
- ✓ Evaluate and Improve Contracted Maintenance Services
- ✓ Conduct Facility Condition Assessments and Critical Asset Condition Assessments
- ✓ Perform Energy Management, Security and Regulatory Compliance Audits

The Scoreboard for Facilities Management Excellence

- **Recognized as Today's Most Complete and Comprehensive Assessment Tool**
 - 27 Best Practice categories
 - 300 evaluation items
 - Provides baseline measurement of how you compare to other facilities management organizations
 - Assessment recommendations provide the path forward for maintenance excellence.
 - Used by TMEI for over 200 assessments
 - Used by over 4,000 organizations as an internal benchmarking tool

The Scoreboard for Facilities Management Excellence

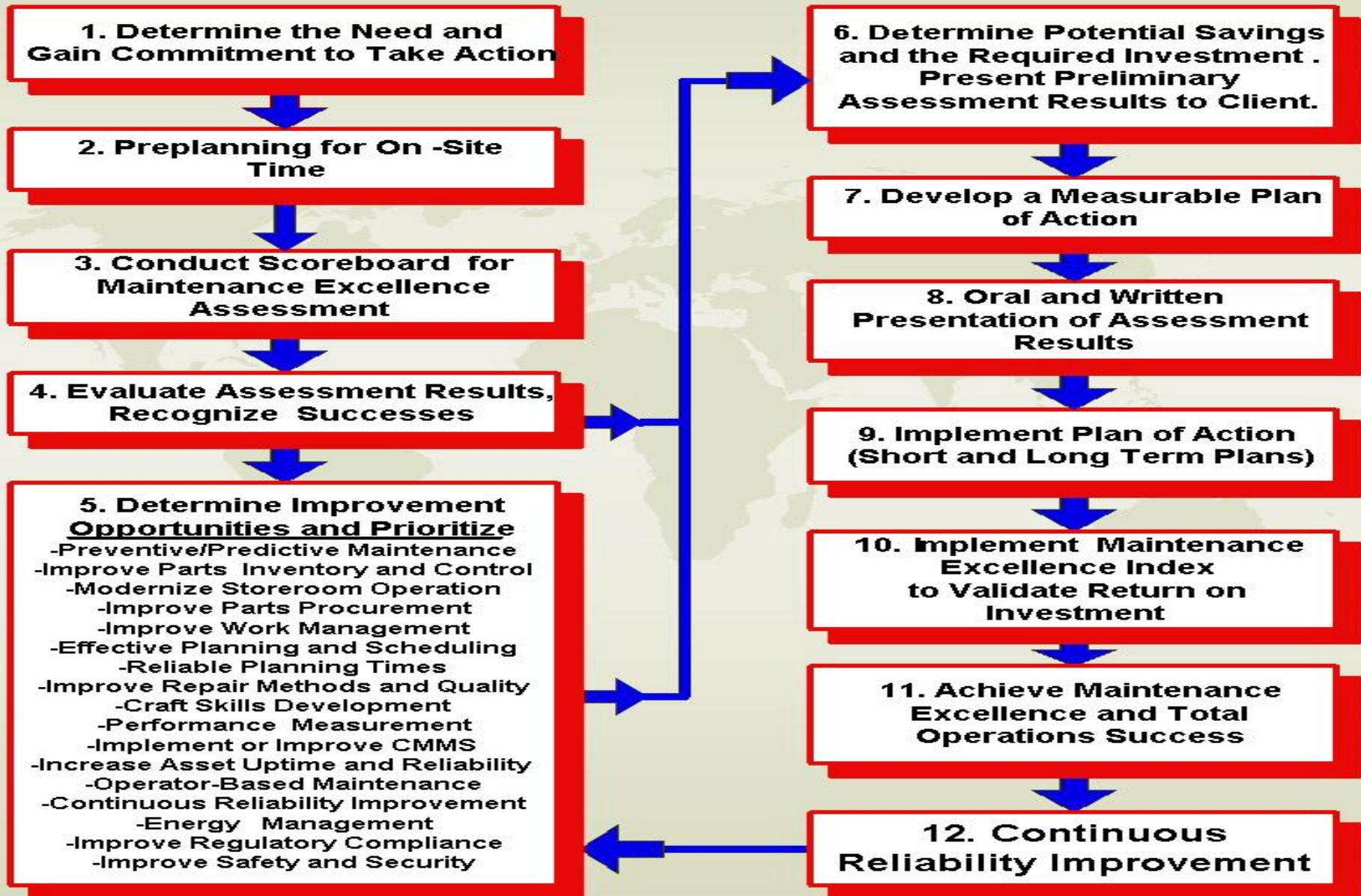
CATEGORY	The Scoreboard for Facilities Management Excellence Category Descriptions (Part 1)	Evaluation Items	Total Points in Category
A.	The Organizational Culture and PRIDE-in-Maintenance	5	50
B.	Facilities Organization, Administration and Human Resources	10	100
C.	Craft Skills Development	10	100
D.	Facilities Management Supervision/Leadership	10	100
E.	Business Operations, Budget and Cost Control	15	150
F.	Work Management and Control: Maintenance and Repair (M/R)	10	100
G.	Work Management and Control: Construction and Renovation (C/R)	5	50
H.	Facilities Maintenance and Repair Planning and Scheduling	15	150
I.	Facilities Construction and Renovation Planning /Scheduling and Project Management	10	100
J.	Facilities Planning and Property Management	10	100
K.	Facilities Condition Evaluation Program	5	50
L.	Facilities Storeroom Operations and Internal MRO Customer Service	15	150
M.	MRO Materials Management and Procurement	10	100

The Scoreboard for Facilities Management Excellence

CATEGORY	The Scoreboard for Facilities Management Excellence Category Descriptions (Part 2 Continued)	Evaluation Items	Total Points in Category
N.	Preventive Maintenance and Lubrication	20	200
O.	Predictive Maint. and Conditioning Monitoring Technologies	10	100
P.	Building Automation and Control Technology	5	50
Q.	Utilities Systems Management	10	100
R.	Energy Management and Control	10	100
S.	Facilities Engineering Support	10	100
T.	Safety and Regulatory Compliance	15	150
U.	Security Systems and Access Control	10	90
V.	Facilities Management Performance Measurement	15	150
W.	Facilities Maintenance Management System (FMMS) and Business System	15	150
X.	Shop Facilities, Equipment, and Tools	10	100
Y.	Continuous Reliability Improvement	10	100
Z.	Grounds and Landscape Maintenance	15	150
ZZ.	Housekeeping Service Operations	15	150
	Total Evaluation Items and Points	300	3000

THE SCOREBOARD for MAINTENANCE EXCELLENCE ASSESSMENT:

Key Steps to Continuous Reliability Improvement



Know Your Current State of Maintenance

- ***“The Reliability Pyramid”*** shown on the next page illustrates the five stages of development for a typical maintenance operation.
- **Stage 1: Daily Maintenance & a desire to continuously improve & not gamble with maintenance**
- **Stage 5: Achieving manufacturing and reliability excellence and the goal to total operations success.**
- **Moving up to Proactive Maintenance in Stage 2 & beyond will achieve significant benefits.**
- **The Maintenance Excellence Institute International defines your current “state of maintenance” via The Scoreboard for Facilities Management Excellence Assessment process.**

The Reliability Pyramid

STAGE 5

Operational Excellence

Assure alignment of financial operations, corporate leadership, sales and marketing, and customers

STAGE 4

Engineered Reliability

Systematically eliminate sources of potential system failure

STAGE 3

Organizational Excellence

Create the environment to maximize the staff contribution

STAGE 2

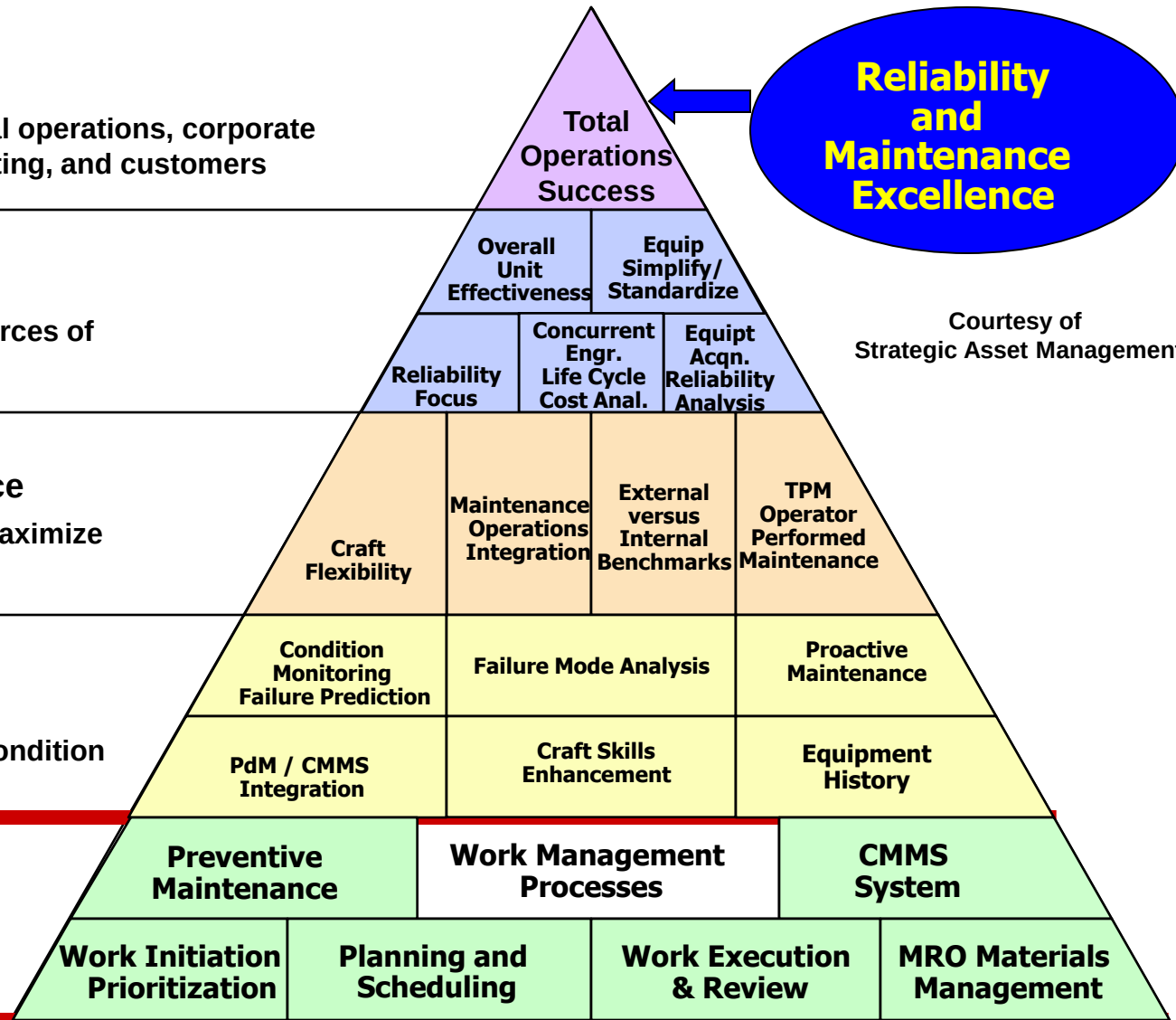
Proactive Maintenance

Gain control of equipment condition

STAGE 1

Daily Maintenance

Gain control of the work



Courtesy of
Strategic Asset Management

SCOREBOARD PATH FORWARD SUMMARY

**We will review each of these key steps
within this Plan of Action**

- 1. Preparation for Scoreboard for Facilities Management Excellence (SFFME) Assessment**
- 2. Conduct SFFME Assessment**
- 3. Document SFFME Assessment Results**
- 4. Develop and Implement the Client's Maintenance Excellence Index (MEI)**

SCOREBOARD PATH FORWARD SUMMARY

5. Present Written and Oral Report of Assessment Results & Path Forward Plan
6. Gain Consensus on Path Forward
7. Establish recommended Maintenance Excellence Implementation Plan of Action
8. Focus on specific ***TARGETS***



PATH FORWARD PLAN

1. Preparation for SFFME Assessment and Key Deliverables for Implementation

- a) Sometimes improving or setting up a planning and scheduling process**
- b) Sometimes establishing/improving asset numbering**
- c) Sometimes improving PM/PdM and reliability tools**
- d) Always implementing a Maintenance Excellence Index**
- e) Always helping the maintenance leader define and justify maintenance improvement needs**
- f) Always improved PRIDE-in-Maintenance**

Duration: 2 Days Off Site (4 man days)

PATH FORWARD PLAN

2. Conduct the Scoreboard for Facilities Management Excellence (SFME) Assessment
 - a) Key Site Data Provided Before Start
 - b) Kick Off Meeting Scheduled Day 1
 - c) Interview Schedules Set By the Client
 - d) Out briefing end of Day 5 with preliminary results; key recommendations
 - e) Recommend & Gain Consensus on **TARGETS** training during 2nd week of onsite time

Duration: 5 Days Onsite (10 man days) and 2 TMELL staff

3. Document SFFME Assessment Results

- a) Define All Improvement Opportunities**
- b) Confirm Potential Benefits**
- c) Define CMMS Improvements**
- d) Define Recommended Plan of Action**
- e) Preliminary Review with Your Maintenance staff**

Duration: 5 Days Off Site (10 man days)

- 4. Develop the Maintenance Excellence Index (MEI)**
 - a) Client Approves KPIs**
 - b) Client Approves KPI Performance Goals**
 - c) Define KPI Weighted Values**
 - d) Define Data Sources**
 - e) Implement MEI**

Duration: Included as Part of Assessment

5. Preliminary Review of Assessment with Maintenance Leaders

- a) Confirm **TARGET** training needs
- b) Develop client specific modules
- c) Establish dates

6. Present Written/Oral Report of Assessment

- a) TMEI presents results to the Client Team
- b) Additional areas for improvement will be identified

Duration: Included as part of Assessment

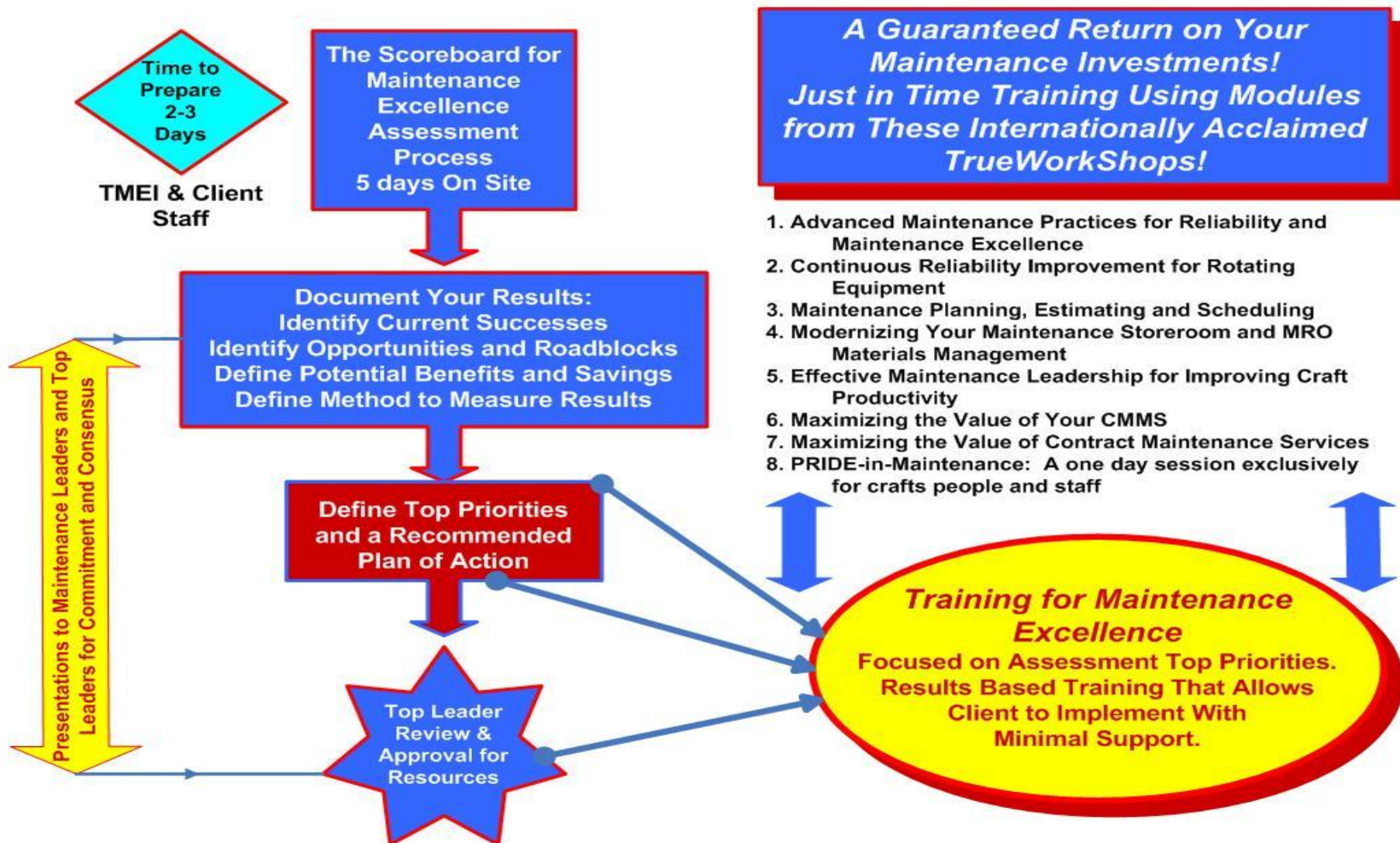
7. Gain Consensus on Path Forward

- a) Internal Resources Required
- b) External Resources Required
- c) Timeline for project activities
- d) Priority of Action
- e) And a Focus on ***TARGETS***

Focusing on **TARGETS**

Taking Aim at Recommendations to Gain Excellence from Training Success

A Profit-Centered Approach to Reliability & Maintenance Training



Focusing on **TARGETS**:

Taking Aim at Recommendations to Gain Excellence from Training Success

Training for Maintenance Excellence

Focused on Assessment Top Priorities.
Results Based Training That Allows
Client to Implement With
Minimal Support.

Just-in-Time Training Using Modules from These Internationally Acclaimed TrueWorkShops

1. Advanced Maintenance Practices for Reliability and Maintenance Excellence
2. Continuous Reliability Improvement for Rotating Equipment
3. Maintenance Planning, Estimating & Scheduling
4. Effective Maintenance Leadership for Craft Productivity Improvement
5. Modernizing Your Maintenance Storeroom and MRO Materials Management
6. Maximizing the Value of Your CMMS
7. Maximizing the Value of Contracted Maintenance
8. PRIDE-in-Maintenance: Exclusive, one day of fun for crafts people and support staff

Three Days Onsite Training & 10
Days of Application Support
Designed for
Client's Specific Needs



Focusing on Your **TARGETS**

The Maintenance Excellence Institute International: Worldwide Services – Measured Shop Level Results

The Ultimate Goal

The Ultimate Goal: The ultimate goal of The Maintenance Excellence Institute International (TMEII) is to implement and measure results of solutions we define by each assessment or TrueWorkShop event.

Our Commitment: We are committed to a long-term partnership for achieving measurable results.

- To help continuously expand current successes
- To help implement our recommendations
- To document results & the value of our services
- To become a valuable technical resource
- To have all clients use maintenance for profit optimization.

The Maintenance Excellence Institute International's Commitment and Your Investment

The Maintenance Excellence Institute International (TMEII) Makes a Long-Term Commitment to the Client's Journey Toward Reliability and Maintenance Excellence:

- ✓ **Fixed Fee:** Approx 40 - 60 man days total: onsite & offsite
 - ✓ Scoreboard Assessment and Recommendations
 - ✓ Confirm Client Benefits
 - ✓ Develop Overall Plan of Action
 - ✓ Implement the Client's Maintenance Excellence Index
 - ✓ Focused on site training for **TARGETS** solutions
 - ✓ Unlimited Email and teleconferencing support
 - ✓ 10 man days of onsite support after **Targets** training
- ✓ **Training for Maintenance Excellence:** 15 attendees to any of TMEII's public TrueWorkShop offerings
- ✓ **Travel expenses**
- ✓ **A two year commitment from TMEII for additional support to implement the overall action plan Step 7 if required**

- ✓ **Client Commits to Implementation & Measuring Results**
 - ✓ **TMEII Does Not Conduct Assessments only to Deliver Reports with Fancy Presentations**
 - ✓ **We Only Pursue a Small Number of “*Selected Clients*”**
 - ✓ **We Have Quality Staff That Perform Quality Work**
- ✓ **TMEII Executes a Contract as Required by the Client**
- ✓ **Client and TMEII Establish a Start Date**
- ✓ **Client Provides TMEII a Small Work Space When Onsite**
- ✓ **Initial Payment: 40% of Fixed Fees Due on Start Date**
- ✓ **Progress Payments Per Approved Schedule**
- ✓ **Confirm a Project Start Date as Soon as Possible**
- ✓ **To Ensure Client Receives Their Potential Benefits as Soon as Practical**

Your Return on Maintenance Investment

Financial Results

- 5% to 20% increase in capacity/throughput
- 20% to 30% increase in craft productivity/wrench time
- 10% to 20% reduction in actual maintenance costs
- 10% to 20% decrease in parts inventory & asset accountability

Customer Satisfaction Results

- 10% to 30% increase in asset availability/reliability
- 10% to 20% reduction in stock outs
- 20% to 30% greater inventory accuracy and control
- 20% to 30% increase in planned work and schedule compliance

Fully implemented projects of this type provide a conservative range of direct savings/benefits and gained value from 10% to 20% in annual maintenance and MRO materials costs. Most operations achieve significant measurable improvements in many key performance measures. Also this project will also provide important intangible benefits for employee relations, attitudes and internal and external customer satisfaction.

Request Additional Information

1. Alliance Team Resumes
2. References
3. Case Studies
4. Free Book: *Maintenance Benchmarking and Best Practices: A Profit & Customer-Centered Approach*

Contact:

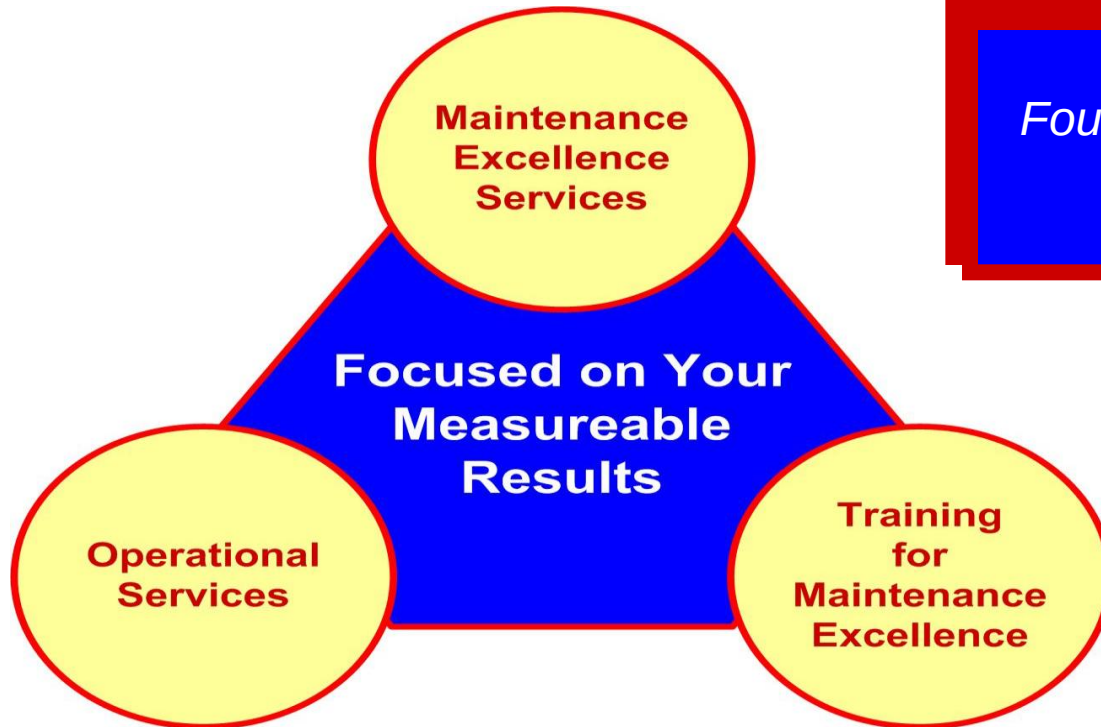
Bob Gaskins: 919-841-0705

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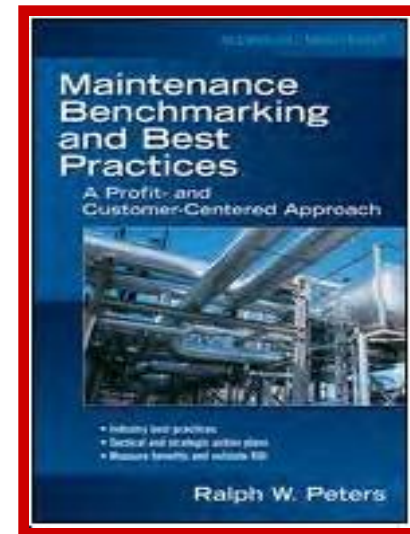


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Maintenance Excellence Begins With PRIDE in Maintenance



Our Proven Approach is the Foundation of the new McGraw-Hill Book By TMEII Founder Ralph W. "Pete" Peters



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