

# € TRAINING

Mastering Maintenance Audits



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## Introduction:

Most companies use some form of maintenance auditing - whether it is to achieve some form of accreditation, to prove or improve responsible operations, or simply to reaffirm that employees are performing as expected. Nevertheless, there is a significant gap between the average audits and best-in-class audits. When done properly, maintenance audits can be motivating, informative, and will drive high performance.

This course has been designed to equip participants with the skills they need to design audits and surveys that are relevant and valuable to their businesses, build trust and rapport with site personnel to foster an atmosphere of collaboration and ambition. The course provides alternative methodologies for maintenance auditing to enable participants to deliver the right type of audit at the right time as well as the tools and techniques to ensure they are delivered effectively

## Course Objectives:

At the end of this course the participants will be able to:

- Design maintenance audit programs that align to the highest priorities of their organizations
- Understand the principles of maintenance best practice
- Appreciate a range of auditing processes from benchmarking to achieving external accreditation such as PAS 55 and ISO 55000
- Build an in-house audit capability to cover the majority of functions and know when and how to engage external specialists effectively
- Use auditing to launch performance improvement programs and then help them succeed

## Targeted Audience:

- Maintenance Managers and Supervisors
- Planners
- Schedulers
- Reliability Engineers
- Project Managers
- Project Engineers
- Operations Managers
- Shift Managers
- Operations Supervisors

## Course Outlines:

### Unit 1: The Role of Auditing in Supporting Asset Management and Maintenance Performance:

- Why we audit
- The benefits case
- Sources of learning
- The business case for audits
- How top tier performers use audits

## Unit 2: Top Tier Maintenance and Asset Management Practices:

- Pitfalls of traditional maintenance
- The modern maintenance strategy
- Maintenance as a business process
- The impact of asset management
- Balancing reliability and fixed costs
- The different levels of planning
- An introduction to Turnaround Management

## Unit 3: Different Types of Audit:

- Performance assessments and benchmarks
- Best practice assessments
- Safety audits
- Compliance audits
- Accreditation audits eg PAS 55 and ISO 55000
- Quality assurance
- KPI tracking and day-to-day activities

## Unit 4: Getting Audits Right:

- Where audits go wrong
- A definition of a good audit
- The planning process
- Choosing an audit methodology and the audit team
- Briefing and Setting The Tone:
- Giving people a chance to prepare
- Reducing the risk of people exaggerating performance
- Building rapport and gaining trust
- Using audits to inspire people to change
- Developing in house capability
- Intelligent use of external experts

## Unit 5: Audit Methods and Measures:

- Out model for maintenance auditing
- High-level maintenance performance benchmarking
- Methods for auditing reliability and asset care
- Safety auditing
- Workflow auditing
- Contractor audits
- A model for auditing turnarounds
- Tool/wrench time audits

## Unit 6: Using Audits to Launch Improvement:

- Gap analysis and building a benefits case
- Alignment with the needs of the business, the plant, and the people
- Developing a vision for the future
- Agreeing on work packages

- Using audits to check progress and help the change

## Unit 7: Integrating Audits into Day-to-Day to Achieve Long-Term Results:

- Moving from individual audits to assurance strategy
- A holistic approach
- Cultural considerations and benefits
- Building the principles of good auditing into day-to-day operations
- Competency management
- Management Control Reporting Systems
- Sustainability