€TRAINING

Improving Effectiveness of Engineering and Maintenance Departments

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Introduction:

This program emphasizes improving the effectiveness of the Engineering and Maintenance Departments through Innovative customized application of the following methodologies: Productivity Improvement, Customer Satisfaction, Customer Delight, Quality Assurance, Continuous Improvement, and TQM Systems. Participants will learn how to go about Balancing these sometimes competing methodologies.

These methodologies have a universal application but the program is a specialist training program and is targeted at the special needs of the Engineering and Maintenance Departments. It shows the special yardsticks that are used to measure their performance and effectiveness in meeting organizational goals and internal customer requirements.

This program covers the in-depth multi-discipline understanding of the business processes in Engineering and Maintenance, how to manage them, how to make improvements, and how to get recognition for the Engineering & Maintenance Departments as High Performing Departments.

Course Objectives:

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

- Understand how world-class organizations solve common planning problems
- Improve productivity through the use of better, more timely information
- Implement a practical and effective predictive maintenance effort
- Improve consistency and reliability of asset information
- Achieve more productive turnarounds
- Optimize preventive and predictive maintenance strategies

Targeted Audience:

Works, Services and Maintenance Personnel

Course Outlines:

Unit 1:

- Major Issues of Concern and Current Problems
- Business Process Mapping and Flow Charting
- Design, Engineering and Maintenance Service Delivery Process Planning Management
- Internal Management Analysis and Checklists.

Unit 2:

- Nonconforming Service and Corrective Action Control
- Records Maintenance
- Use of Information Technology.
- Using Consultants. Where they can and cannot help.

Unit 3:

- Coordinating with the other departments.
- Preparing Departmental Policy, Procedures and Operating Manual including Forms
- Implementation Planning for Improvements in your Department
- Implementation Case Study.

Unit 4:

- Major Practical Issues
- Problems Faced
- Customer Orientation
- Future Trends
- Industry Methodologies, Standards Best Practices

Unit 5:

- Quality Assurance
- Planning Issues
- Outsourcing
- TQM