Plan to attend if you are a:

- Senior Executive Management
  (CEO, President, Vice President)
- Corporate Management
  (Corporate Lean Managers, Corporate Maintenance Managers)
- General and Plant Managers
  (Divisional Operations and Maintenance Managers, Plant Managers, Area Managers)
- Middle Managers
  (Technical Director, Engineering Director, Maintenance Managers)
- First Line Managers
  (Operations Shift Managers, Maintenance Supervisors, Production Managers)

Put what you learn to work for you.
This 4-part curriculum is a fully integrated series designed to educate and provide hands-on interaction for the implementation of proactive maintenance and reliability behaviors in your manufacturing/facilities work environment. The interrelated parts of the curriculum are accomplished in 4 separate 3-day workshops with approximately 2-3 months between each workshop allowing the participants the opportunity to put into practice the knowledge gained from each preceding workshop.

Return On Investment (ROI):
By attending this training series, you will be able to define, plan and implement Maintenance and Reliability improvements using the tools and knowledge gained from your interactions in each session. The bottom line results are less downtime, less overtime and higher product quality.

You will learn:

- The business and financial aspects of how maintenance relates to other functions within your organization. It’s all about the money.
- Organizational change and how leadership differs from management.
- How to become a procedure-based organization to drive manufacturing and facilities process improvement.
- Work management techniques that include proper planning and scheduling activities.
- Different types and approaches to maintenance, and when to apply them.
- How Maintenance improvement is directly involved in other organizational initiatives such as Single Minute Exchange of Die (SMED), Lean, Six Sigma, Total Productive Manufacturing (TPM).
- Supervisory and people skills along with other management techniques
- How to drive overall equipment reliability improvement and increase capacity

For upcoming program dates
visit PeopleandProcesses.com
or call (843) 814-3795.
Establish Your Best Practices Foundation
Reaching the pinnacle of Best Practices succeeds and is sustained with a strong foundation based on strong management and leadership principles.

- Learn the benefits and how to achieve a Best Practices organization
- Recognize the impact equipment reliability has on outperforming your competition
- Know the financial consequences of ineffective Maintenance practices
- Learn why corporate liposuction is not the true competitive answer
- Know why equipment management is not solely a maintenance issue
- Find hidden profit within your facility
- Receive the tools needed to help your organization determine the potential Return on Investment (ROI) in achieving Maintenance Best Practices
- Learn how to prepare your plant for overall organizational change
- Learn how to develop unyielding leadership that focuses on reliability, starting at the top roles
- Drive the force for change and create a compelling vision to engage people
- Create partnerships for success
- Know where to start – focus on the greatest losses first
  - Gap assessment
  - Objectives and targets
  - Plan of improvement
- Learn Key Performance Indicators (KPIs) that help you determine your actual maintenance state (i.e. reactive, proactive, or world-class)
- Why planning and scheduling are a central hub to creating change

Create a Proactive Team Environment
Achieving Best Practices often requires significant cultural change and not just processes and practices. People must change in order to reach and sustain a proactive environment.

- Understand difference between managing and leading people
- Create systems that enable people to succeed
- Understand employee motivation and how it relates to job satisfaction
- Learn people management techniques and how to use them
- Building personal relationships – what you can’t do from behind the desk
- Know the different leadership styles along with how and when to apply them
- Learn case studies in true leadership
- The audit process – You get what you inspect
- How to sustain change using pilot areas and drive the spread
- Learn the most important tool to help create change – communication
- Methods of effective communication
- Develop job knowledge and skills
- Methods for training workforce knowledge and skills
- Use job certifications and apprenticeship program structure and implementation
- Address the upcoming skills shortage
- Hire the right knowledge
- Evaluate performance evaluation and development plans
- Set goals and expectations
- Hold people accountable to meet expectations
- Know the roles and functions of the maintenance organization
- Learn methods for documenting processes and roles within the organization
- Understand the power of an educated workforce

Manage and Drive Improvement
Proper planning, scheduling and execution of work are critical to drive a proactive environment and, are in fact, the central hub on the wheel for all Maintenance functions.

- Learn the role of the Computerized Maintenance Management System/Enterprise Asset Management System (CMMS/EAM)
- Establish work flows and processes for effective planning
- Use the tools that assist in the planning of work
- Know the role of the planner/scheduler and how to interface with the various site functions including materials management and the operations partners
- Distribute costs across the organization
- Identify Key Performance Indicators
- Create the job plan and library
- Manage and measuring work execution
- Audit work
- Learn preventive and predictive maintenance processes and procedures
- Proper work execution and precision maintenance
- Learn how to properly schedule work
- Creating the effective scheduling process with partnerships

Program details:
For upcoming dates and locations, call (843) 814-3795 or visit PeopleandProcesses.com/course_schedule.php

Rave Reviews
“Real training given by seasoned practitioners; I’ll be able to put this information to work as soon as I return to my site.”
Bruce Pullen, VP of Chemical Manufacturing Old World Industries

“I much enjoyed the instructors, delivery and attention during the sessions. ... a lot out of textbook stories, experiences and information.”
Robert Medina, Craft Supervisor Orange County Sheriff’s Department
Establish Maintenance Partnerships -

With increasing capacity and ultimately, profits as the goals, maintenance only controls a small portion of the organization’s daily activities. Partnerships with other functions within the organization are required to achieve these goals.

+ Recognize how equipment operators and their actions impact equipment reliability
+ Create procedures and enforcing them to ensure mistake proofing
+ Engage everyone to a common goal with the partnership approach and ownership
+ Learn about Autonomous Maintenance and the Total Production Manufacturing (TPM)
+ Learn how sales and marketing drive overall equipment capacity and reliability
+ Drive improvements with an introduction to Single Minute Exchange of Die (SMED)

Establishing the Site Dashboard -

Managing and measuring with Key Performance Indicators (KPIs) to show progress and sustain proactive behaviors.

+ Create effective metrics to show and drive continuous improvement
+ Use the CMMS/EAM reporting tools
+ Create a data collection system that supports the Dashboard
+ Use trending analysis to your advantage

The course also includes exercises and case studies to convey the principles, techniques, tools and processes essential to the preparation of proactive maintenance work. A broad range of organizational skills tools are also provided in order to achieve this goal: maintenance planning, job planning, procurement of material, customer coordination, scheduling and follow-up.

CMRP Certification Option:

Students may opt to sit for the Certified Maintenance and Reliability Professional exam. The knowledge you gain from this series will help to prepare you for this exam. For more information about CMRP and the certifying organization SMRPCO please visit their website: www.smrp.org/certs_standards/index.htm

Expert Instructors:

This program is taught by experts with actual experience and a history of success in creating and implementing maintenance and reliability processes for a variety of major manufacturers and facilities organizations.

CEUs:

Upon completion of this program, you will receive 8.4 Continuing Education Units (CEUs) from to University of North Florida.

Let us bring this or other educational programs to you! To arrange a private, on-site course, Call Tammi Pickett at (843) 814-3795.
FIVE EASY WAYS TO REGISTER ▼

WWW:  PeopleandProcesses.com/schedule.php
EMAIL:  info@PeopleandProcesses.com
CALL:  Tammi Pickett (843) 814-3795
FAX:  (866) 637-9437
MAIL:  People and Processes
P.O. Box 460
Yulee, FL  32041-0460

Your registration fee of $4,995 for this 4-part, highly interactive program series also includes:

+ Comprehensive course materials
+ Certificate of Course Completion
+ Refreshment breaks and networking luncheons

Please note: Lodging and other meals are not included.

For upcoming course dates and locations, visit  PeopleandProcesses.com/course_schedule.php or call (843) 814-3795.

Register Now
Please duplicate this form for multiple registrations.

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- Payment Enclosed
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For registration assistance, contact Tammi Pickett at (843) 814-3795 or info@PeopleandProcesses.com