



## Benchmarking Best Practices In Maintenance Management

Benchmarking, correctly done, can cure weaknesses in a company's operations. Incorrectly done, it can undermine an organization's position in the marketplace.

By  
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A buzzword that has been getting a lot of attention recently is *benchmarking*. What is benchmarking? Is it a tool or just another program of the month? In reality, benchmarking is what you choose to make it. It can be a competitive tool--a cure--or a program that will damage your company's competitive position--a curse.

### The benchmarking process

Benchmarking opportunities are uncovered when a company conducts an analysis of its current policies and practices. Benefits are gained by following a disciplined process, composed of 10 steps:

1. Conduct an internal audit of a process or processes.
2. Highlight potential areas for improvement.
3. Do research to find 3 or 4 companies with superior processes in the areas identified for improvement.
4. Contact those companies and obtain their cooperation for benchmarking.
5. Develop a "pre-visit" questionnaire highlighting the identified areas for improvement.
6. Perform the site visits to the (3 or 4) partners.
7. Perform a "gap analysis" on the data gathered compared to your company's current performance.
8. Develop a plan for implementing the improvements.
9. Facilitate the improvement plan.
10. Start the benchmarking process over again.

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# Benchmarking Best Practices In Maintenance Management

**Jin-Ying Zhang**



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[Benchmarking Best Practices for Maintenance, Reliability and Asset Management](#) Terry Wireman,2014-08-22 Updated to account for ISO 55000 this best selling book now includes an overview of this seminal and long awaited standard and identifies the specific points where ISO 55000 will impact Maintenance and Reliability New graphics to enhance the texts main points have been added throughout As with past editions the third edition provides a logical step by step methodology that will enable any company to properly benchmark its maintenance function It presents an overview of the benchmarking process a detailed form for surveying and grading maintenance management and a database of the results of more than 100 companies that have used this survey Widely used this work has proven to be an invaluable planning guide and on the job reference for maintenance managers plant engineers operations managers and plant managers

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[Maintenance Benchmarking and Best Practices](#) Ralph W. Peters,2010-06-14 Over the past decade companies have redirected their maintenance operational focus from internal cost cutting to profit maximization This approach is referred to as profit centered maintenance Peters provides maintenance supervisors and managers with a benchmarking best practices road map called the Maintenance Operations Scoreboard The Scoreboard will allow maintenance managers to a determine and quantify benefits and savings b improve craft productivity and c define a strategy to improve efficiency and productivity These things are at the heart of a successful Profit Centered Maintenance organization The author devised Maintenance Operations Scoreboard is used to perform over

200 maintenance evaluations in over 5 000 profit centered maintenance organizations For example at Honda of America it was used extensively to direct maintenance strategy It was later translated into Japanese for presentation to key Japanese executives Another excellent example is Boeing Commercial Aircraft Inc Boeing combined elements from this same Scoreboard with their company wide maintenance goals to develop The Boeing Scoreboard for Maintenance Excellence Over 60 facility maintenance work units at region group and team levels are evaluated at on site visits using the Scoreboard criteria Maintenance Benchmarking and Best Practices Ralph Peters,2006-05-23 Over the past decade companies have redirected their maintenance operational focus from internal cost cutting to profit maximization This approach is referred to as profit centered maintenance Peters provides maintenance supervisors and managers with a benchmarking best practices road map called the Maintenance Operations Scoreboard The Scoreboard will allow maintenance managers to a determine and quantify benefits and savings b improve craft productivity and c define a strategy to improve efficiency and productivity These things are at the heart of a successful Profit Centered Maintenance organization The author devised Maintenance Operations Scoreboard is used to perform over 200 maintenance evaluations in over 5 000 profit centered maintenance organizations For example at Honda of America it was used extensively to direct maintenance strategy It was later translated into Japanese for presentation to key Japanese executives Another excellent example is Boeing Commercial Aircraft Inc Boeing combined elements from this same Scoreboard with their company wide maintenance goals to develop The Boeing Scoreboard for Maintenance Excellence Over 60 facility maintenance work units at region group and team levels are evaluated at on site visits using the Scoreboard criteria **Maintenance Management Auditing** Anthony Kelly,2006 In this book Anthony Kelly explains the unique procedure he s developed for auditing the management of the maintenance of both productive plant and infrastructures for example of petrochemical processing installations and of vehicle fleets Case studies demonstrate the application of this procedure to comprehensive audits of several weeks duration to fingerprint audits taking perhaps a day or so and to benchmarking exercises Industrial managers absorbing the ideas and procedures presented in this book will be better able to audit for themselves their own maintenance departments or to specify such audits when they are to be undertaken by external consultants Such investigations will highlight existing problems and identify their causes a necessary process before embarking on major organizational or system change Features Extensive use of case studies Contains a structured questionnaire of over 1 000 questions that is based on the ideas and concepts of business centered maintenance Provides a template for the auditing or maintenance management departments through the aide memoir PIMA's ... Papermaker ,1997 *Chemical Engineering* ,2000 **Cost Planning and Estimating for Facilities Maintenance** RSMears,R.S. Means Company,1996-05-24 A comprehensive approach to maintenance and repair planning and budgeting for all major building types Facilities professionals faced with the task of providing higher quality services on smaller budgets will find guidance for evaluating and budgeting facilities operations maintaining and repairing

major building components and assembling costs into a defensible budget     **Maintenance and Reliability Best Practices** Ramesh Gulati,Ricky Smith,2009     **Report** ,2004     *Solutions!* ,2001     Operation of Municipal Wastewater Treatment Plants Water Environment Federation,2007-10-26 The bible of the water quality industry updated to reflect the latest trends technologies and regulations Operations of Municipal Wastewater Treatment Plants MOP 11 is the industry flagship book focusing on the operation and maintenance of municipal wastewater treatment plants Presented in three shrinkwrapped hardcover volumes this classic resource incorporates the experiences best practices and innovations from thousands of wastewater plants Taken as a whole these three volumes represent the most complete package of information available to the wastewater treatment industry     **Annual Report** Queensland. Main Roads,1999     **Sheng chan li dong xun** ,1997     HVAC Maintenance and Operations Handbook Robert C. Rosaler,1998 Part I Introduction Glossary of HVAC Terms The HVAC Design Factor Building Design and Equipment Location Part II Commissioning Introduction to Commissioning The Commissioning Process The Commissioning Specification Commissioning Check Lists Commissioning Computer Based Control Systems Part III Management of Maintenance and Repair Strategic Planning Preventive Predictive Proactive Maintenance Maintenance In House versus Outsourcing Computerized Maintenance Reliability Centered Maintenance Stores and Parts Management Part IV Maintenance and Repair Technology Piping and Ductwork Air Moving Equipment Pumps and Valves Heating Equipment Cooling Equipment Air Distribution System Control Equipment Condensate Control     **RS Means Repair & Remodeling Cost Data** ,2004     Nuclear News ,1996     **Means Labor Rates for the Construction Industry** ,2001

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