Preventive Maintenance for People

Objectives of a Preventive Maintenance (PM) program:

- What is PM?
- Why PM?
- What costs are associated?
- How to establish a PM Program?
- Factors to consider?
**What is Preventive Maintenance?**

Preventive Maintenance is...

<table>
<thead>
<tr>
<th>for Equipment</th>
<th>for People</th>
</tr>
</thead>
<tbody>
<tr>
<td>A planned controlled program of periodic inspections,</td>
<td>A carefully crafted program of periodic checks, adjustments,</td>
</tr>
<tr>
<td>adjustment, cleaning, lubrication and selective parts replacement of</td>
<td>and training necessary to enhance the reliability, performance,</td>
</tr>
<tr>
<td>components, and minor repair, as well as, performance testing and analysis</td>
<td>and engagement of a team or individual.</td>
</tr>
<tr>
<td>intended to maximize the reliability, performance and life cycle of a building</td>
<td></td>
</tr>
<tr>
<td>system or equipment.</td>
<td></td>
</tr>
</tbody>
</table>

**Why Preventive Maintenance?**

PM is important because....

<table>
<thead>
<tr>
<th>for Equipment</th>
<th>for People</th>
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</thead>
<tbody>
<tr>
<td>• Keep equipment or systems operational.</td>
<td>• Identify and maintain top talent</td>
</tr>
<tr>
<td>• Maintain efficiency</td>
<td>• Succession planning for the future</td>
</tr>
<tr>
<td>• Prevent failures</td>
<td>• Keeping your best and most talented in the game</td>
</tr>
<tr>
<td>• Reduce costs</td>
<td>• Costly to replace people</td>
</tr>
<tr>
<td></td>
<td>• Lost institutional knowledge</td>
</tr>
<tr>
<td></td>
<td>• Meet operational needs</td>
</tr>
</tbody>
</table>

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**U.S. Employee Engagement, 2013 vs. 2014**

<table>
<thead>
<tr>
<th>% Employees</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engaged</td>
<td>29.6</td>
<td>31.5</td>
</tr>
<tr>
<td>Not engaged</td>
<td>54.5</td>
<td>56.0</td>
</tr>
<tr>
<td>Actively disengaged</td>
<td>26.8</td>
<td>17.5</td>
</tr>
</tbody>
</table>

GALLUP
What cost are associated with **not** having a PM program?

The costs are...

<table>
<thead>
<tr>
<th>for Equipment</th>
<th>for People</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Operating inefficiencies</td>
<td>• Lower on trust</td>
</tr>
<tr>
<td>• Premature failure</td>
<td>• Lost efficiency</td>
</tr>
<tr>
<td>• Reduced reliability</td>
<td>• Revolving door</td>
</tr>
<tr>
<td>• Higher costs</td>
<td>• Reduced engagement</td>
</tr>
<tr>
<td>• Lost credibility</td>
<td>• Lower customer satisfaction</td>
</tr>
</tbody>
</table>

What benefits are associated with having a PM program?

The benefits are...

<table>
<thead>
<tr>
<th>for Equipment</th>
<th>for People</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Greater operating efficiencies</td>
<td>• Higher trust</td>
</tr>
<tr>
<td>• Fewer failures</td>
<td>• Greater employee loyalty</td>
</tr>
<tr>
<td>• Higher levels of reliability</td>
<td>• Increased employee engagement</td>
</tr>
<tr>
<td>• Reduced costs</td>
<td>• Greater innovation</td>
</tr>
<tr>
<td>• Increased credibility</td>
<td>• Customer loyalty</td>
</tr>
</tbody>
</table>
Factors to consider...

<table>
<thead>
<tr>
<th>For Equipment</th>
<th>For People</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Is it the right equipment for the job to be done. (proper type, quality, size)</td>
<td>• Proper ability and skills necessary to be successful?</td>
</tr>
<tr>
<td>• Operating environment?</td>
<td>• Fit (professional, personal, organizational, behavioral)</td>
</tr>
<tr>
<td>• Cost</td>
<td>• Training level</td>
</tr>
<tr>
<td>• Resources available to the program</td>
<td>• Experience</td>
</tr>
<tr>
<td>• Best practices (manufacturers recommendations)</td>
<td>• Culture</td>
</tr>
<tr>
<td></td>
<td>• Expectations</td>
</tr>
<tr>
<td></td>
<td>• Work ethic</td>
</tr>
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</table>

How to establish a PM Program

<table>
<thead>
<tr>
<th>Viron</th>
<th>Joseph</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Decide what the program should look like.</td>
<td>• Decide the campus/department need.</td>
</tr>
<tr>
<td>• Prioritize changes based on factors like missional support needs, performance level desired, costs...</td>
<td>• Conduct Gap Analysis</td>
</tr>
<tr>
<td>• Create an environment of success and innovation</td>
<td>• Assess the department capacity</td>
</tr>
<tr>
<td>• Find ways to engage everyone...</td>
<td>• Willingness,</td>
</tr>
<tr>
<td></td>
<td>• Competency</td>
</tr>
<tr>
<td></td>
<td>• Opportunity</td>
</tr>
<tr>
<td></td>
<td>• Implement Alignment “right person, right position”</td>
</tr>
</tbody>
</table>
Questions and Comments