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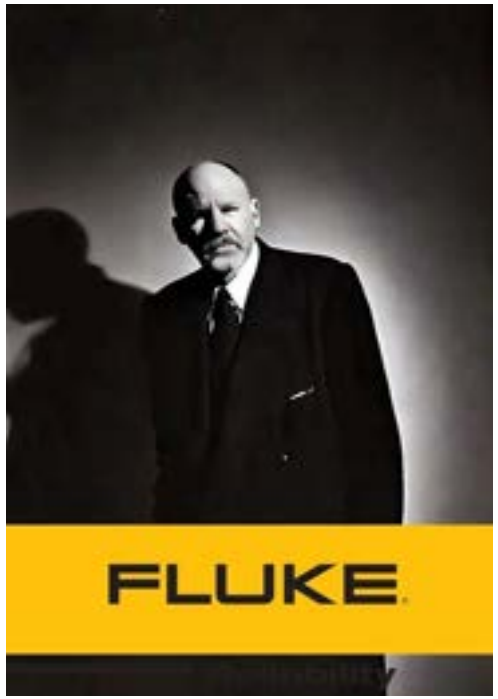
Reliability

10 Keys© Methodology Overview

Fluke Reliability
eMaint

Best Practices Webinar Series

Meet the Speaker



Gregory Perry CMRP, eCMP

Sr. Capacity Assurance Consultant – Fluke Reliability

- 25 plus years in Maintenance Best Practices
- 13 years with eMaint (eMaint Certified, eCMP)
- 5 Kiddos (two with of the 4-legged variety) and dedicated husband of over 25 years
- May not look like it here – but I play Metal style guitar (child of the 80's)

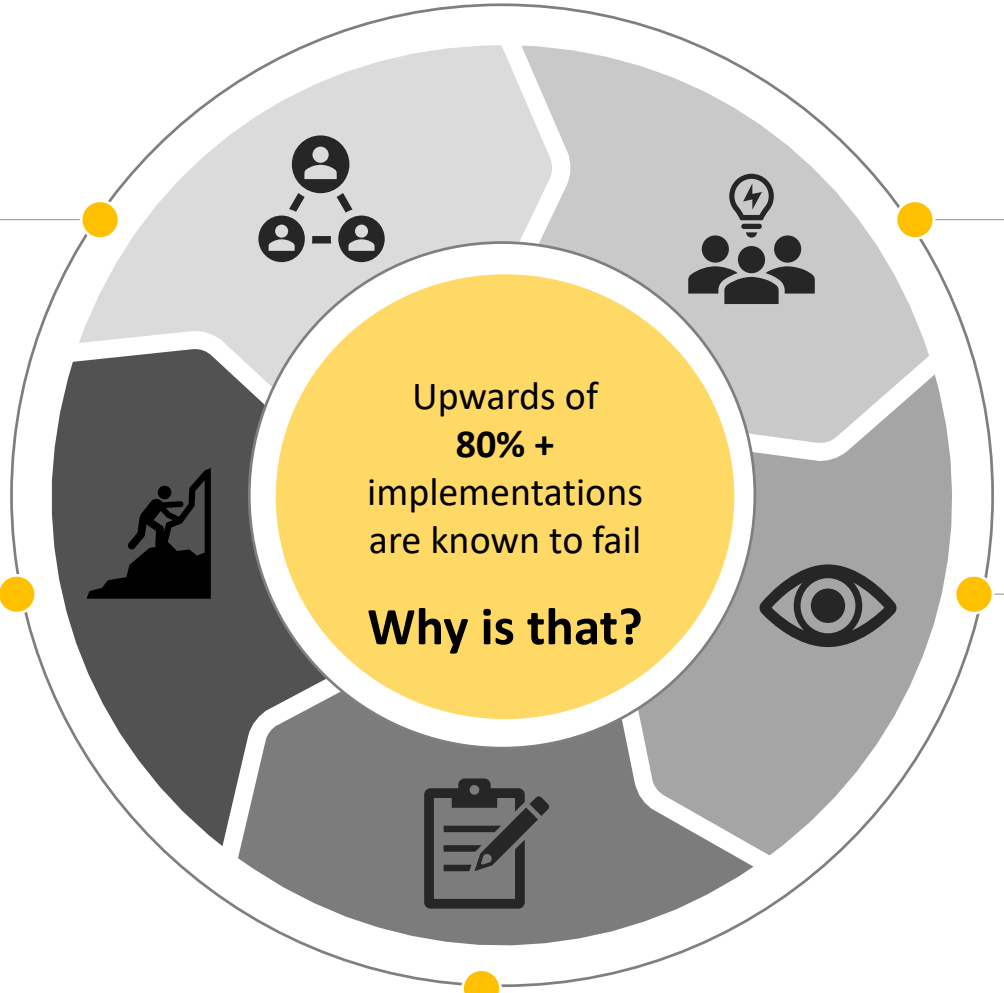
10 Key Steps© Methodology
The What, Why & How of things
Change Management…

Initiatives (implementations)…

The Why

No understanding or alignment of appropriate resources

No understanding or alignment of appropriate competencies



No understood or aligned necessity

No understood or aligned vision

No planning

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Level of Expectation of Change / Desire

The Why

Good - Average

- CMMS Implementation (Void of AIM and Deployment desires)

Better - Best in Class

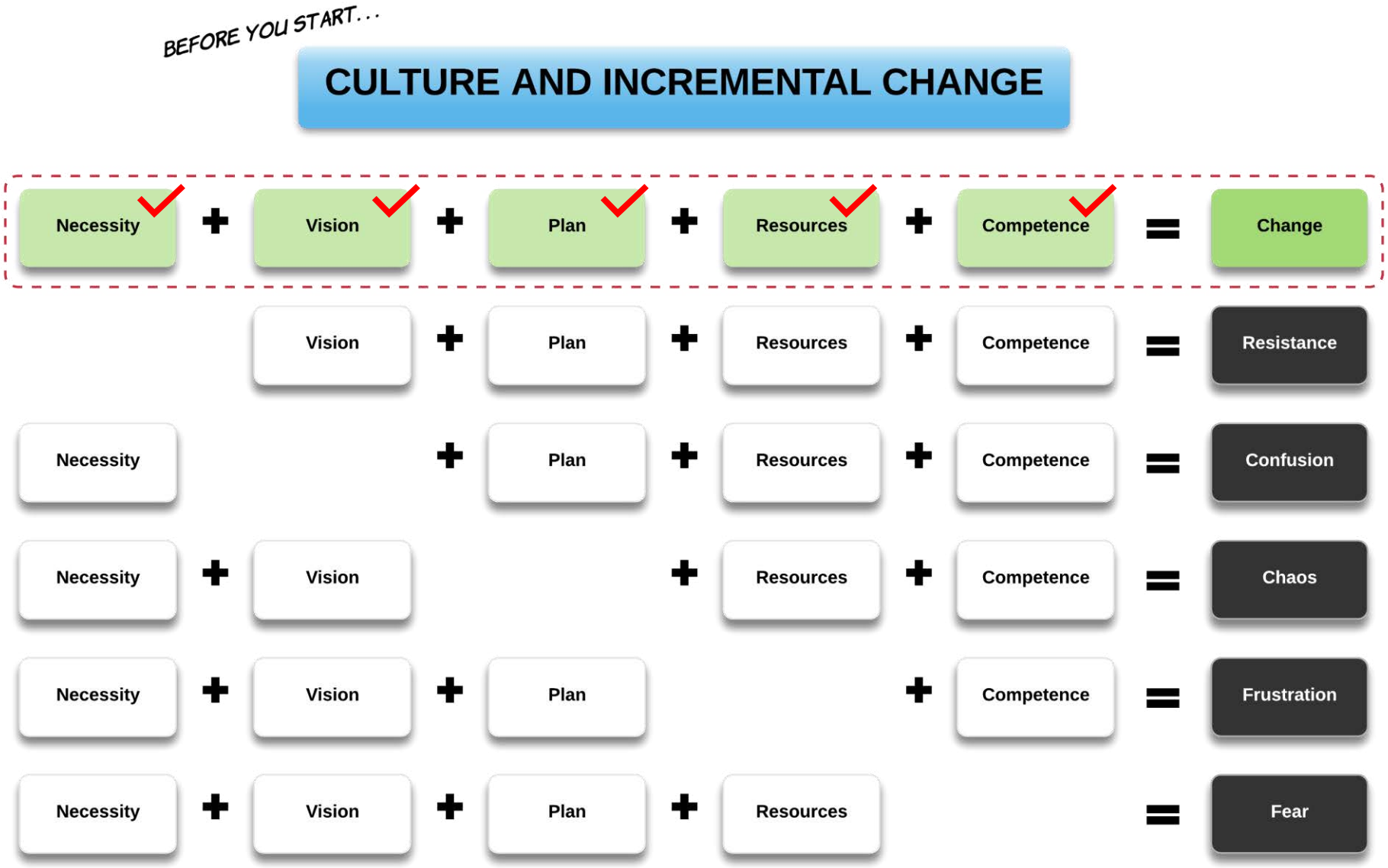
- CMMS Deployment Readiness
- CMMS Implementation Readiness

Best – World Class

- AIM Development
- CMMS Deployment Readiness
- CMMS Implementation Readiness

Step Zero – Cultural Impact of an Initiative that drives Change

The Why



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Step Zero – The AIM

The Why

If you find that your organization has not adopted maintenance Best Practices – stop right here. Realize that deploying or even implementing a CMMS will not magically bring this about.

- Most systems by nature are **neither intuitive nor simple** to understand. Here is where an experienced CMMS subject-matter expert working with the core team can be worth their weight in gold by ensuring you understand the decisions you are making.
- This is definitely a great place to say the adage, "**you don't know what you don't know**".
- This is also a great place to be sure you are **aligned** with your organizations Business Objectives and **adopted Maintenance Best Practices**.
- CMMS supports maintenance best practices while your maintenance best practices must support your CMMS

Step Zero – Understanding Strategy versus Action

The Why

Deployment

To deploy (from the French deployer) is "to spread out or **arrange strategically**." Long used in the context of military strategy, it has now gained currency in information technology. In its IT context, deployment **encompasses all the processes involved** in getting new software or hardware up and running properly in its environment, including installation, configuration, running, testing, and making necessary changes.

Implementation

The start of a course of action, or put into effect the **practice of a plan**, a method, or any executed design, idea, model, specification, standard or policy for doing something. As such, **implementation is the action** that must follow any executed preliminary thinking for something to actually happen.

Execution

The decisions and activities you undertake in order to turn your **envisaged strategy** into commercial success. The act of performing or accomplish something, as an assigned task, to see through to completion. Activities needed to produce results within the context of a **deployed strategy**.

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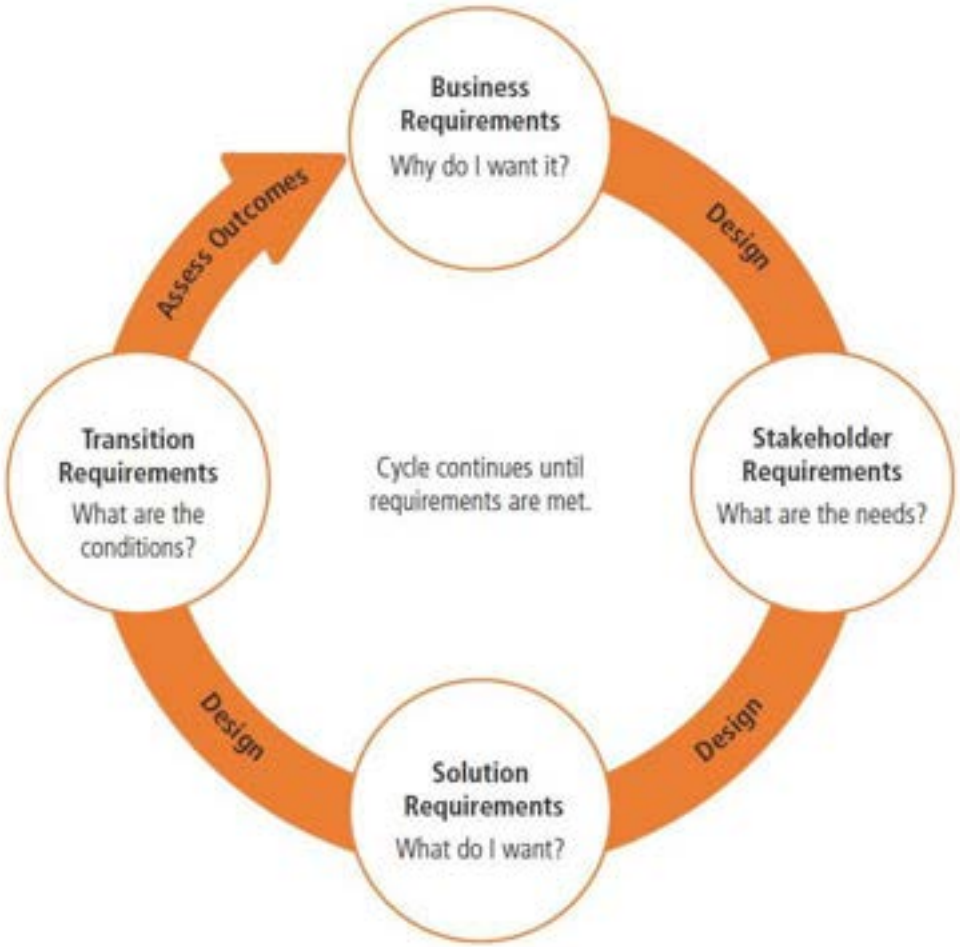
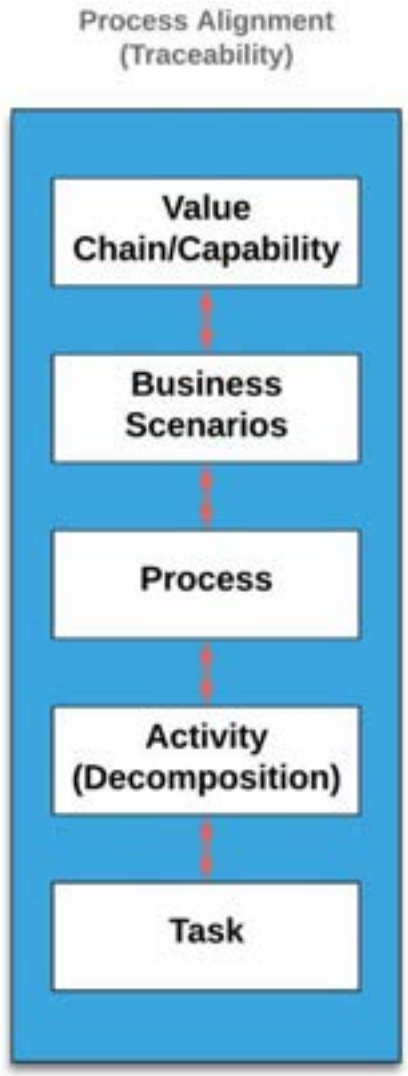
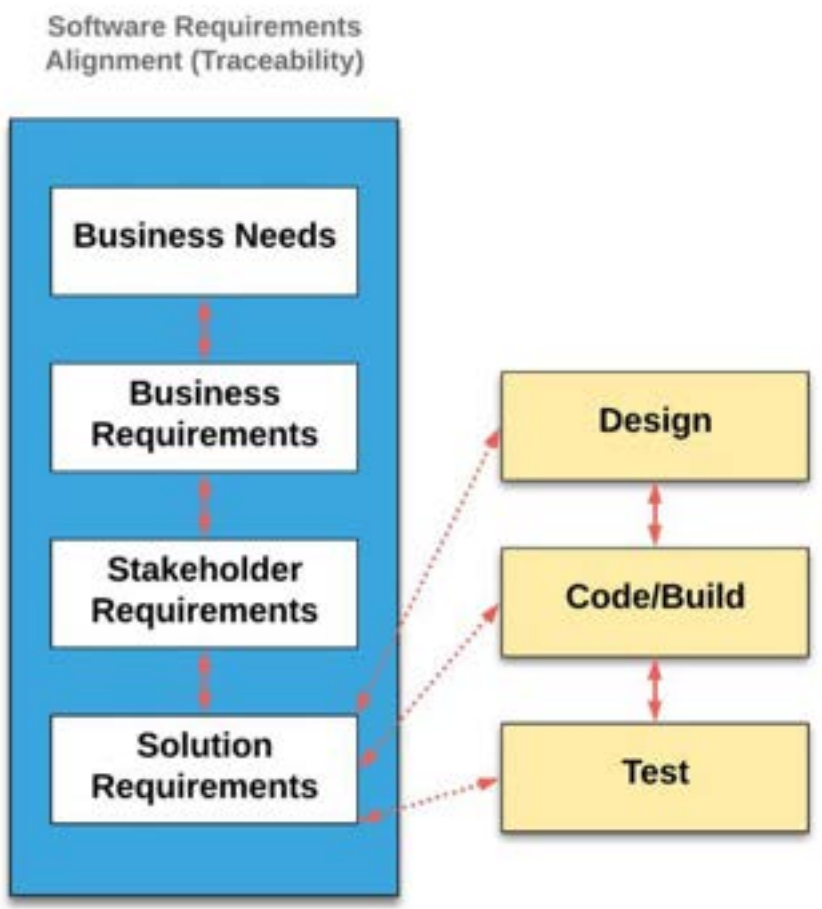
Step Zero - AIM

The What







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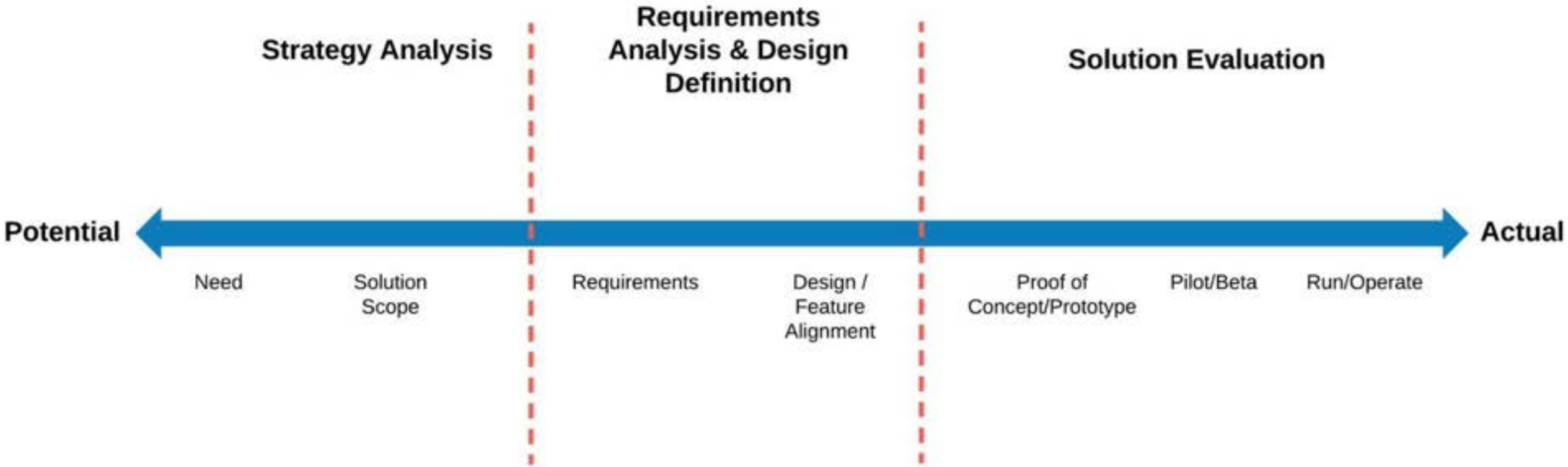
Step Zero - AIM

The What



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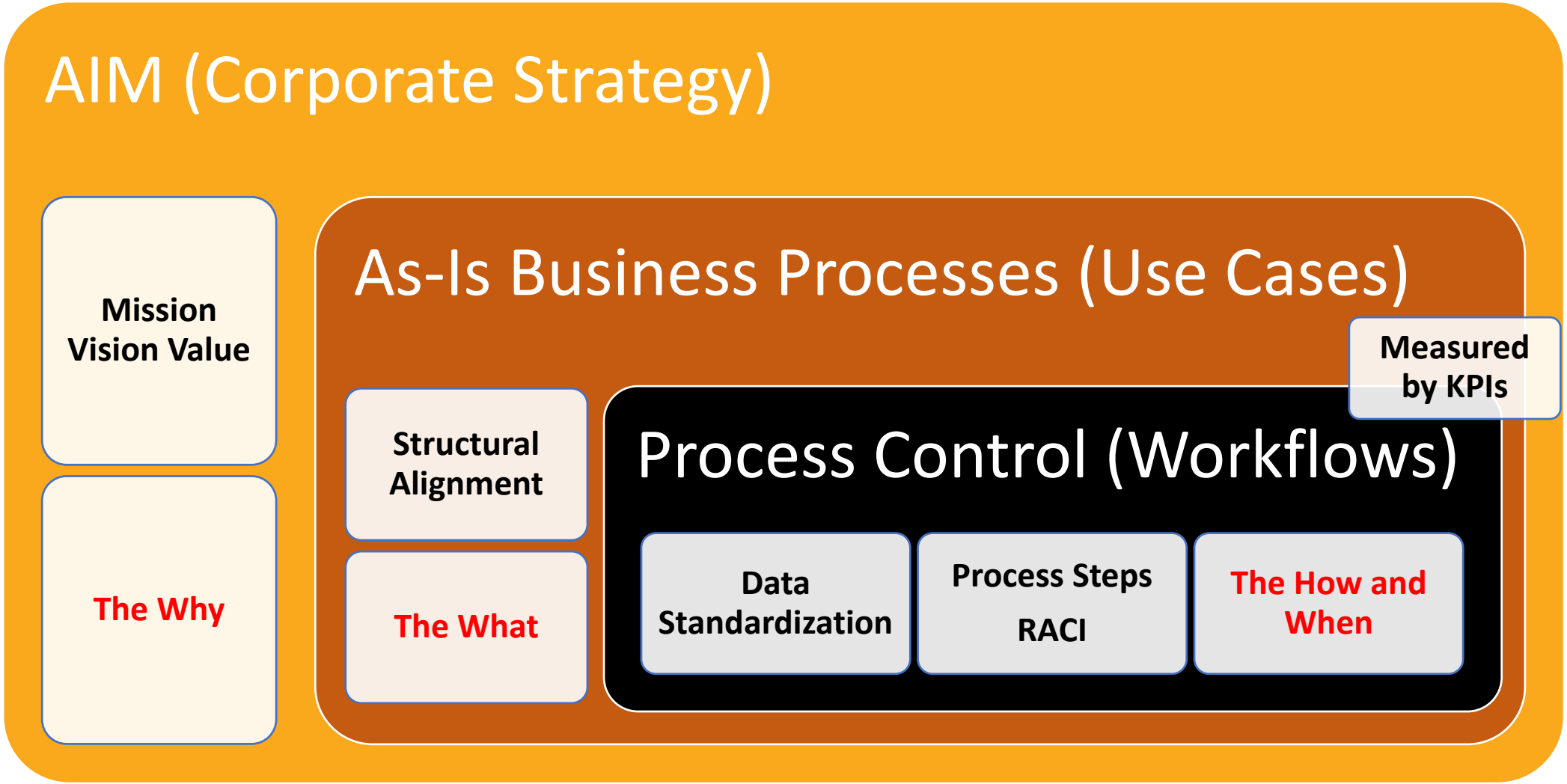
Step Zero - Framework



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Step Zero – AIM (tools and techniques)

The How

Think S.M.A.R.T

A representation of the organization need to list objectives that tie back to overall business goals used with specific criteria that measure the organization's progress toward the accomplishment of these goals.

Or

Think SIPOC or DMAIC

Often presented at the outset of process improvement efforts such as Kaizen events or during the design phase of a DMAIC process. Provides a high-level overview, reacquaints people with process familiarity, and works to help in defining of a new processes.

Or

Think Focus Group Led

Think Organization Mapping

A representation of the organizational structures of the business (including third party domains), depicting business units, the decomposition of those units into lower-level functions, and organizational relationships (unit-to-unit and mapping to business capabilities, locations, and other attributes).

Or

Think Value Stream Mapping

The breakdown of activities that an organization performs to create the value being exchanged with stakeholders. Value stream maps illustrate how an organization delivers value and are in the context of a specific set of stakeholders, and leverage business capabilities in order to create stakeholder value and align to other aspects of the Target Business Architecture.

S.M.A.R.T. Goal: Standardization

The What to How and When

Specific:	*Describing something that has an observable outcome.*	The objective of providing "*a consistent user interface that will ensure all user-accessible functions and services will appear and behave in a similar, predictable fashion regardless of application or site*" is specific; however, the measures listed in the second sentence could be more specific
Measurable:	*Tracking and measuring the outcome.*	As stated above, the objective is measurable, but could be more specific; the second sentence could be amended to read (for example): "this will lead to 10% greater user efficiency and 20% fewer order entry user errors, which in turn may result in 5% lower order entry costs"
Actionable:	*Testing the feasibility of the effort.*	The objective does appear to be actionable; it seems clear that consistency of the user interface must be provided, and that could be handled by whoever is responsible for providing the user interface to the user device
Relevant:	*Aligning with the enterprise's vision, mission, and goals.*	The objective of providing "a consistent user interface that will ensure all user-accessible functions and services will appear and behave in a similar, predictable fashion regardless of application or site" might not be realistic; considering the use today of PDAs at the user end might lead us to augment this objective to ensure that the downstream developers don't unduly create designs that hinder the use of new technologies – the objective could be re-stated as "a consistent user interface, across user interface devices that provide similar functionality that will ensure …"
Time-bound:	*Defining a time frame that is consistent with the need.*	The objective as stated is not time-bound; to be time-bound the objective could be re-stated as "by the end of Q3, provide a consistent ..."

D.M.A.I.C.

The What to How and When

DMAIC refers to a data-driven improvement cycle used for improving, optimizing and stabilizing business processes and designs. The DMAIC improvement cycle is the core tool used to drive Six Sigma projects. However, DMAIC is not exclusive to Six Sigma and can be used as the framework for other improvement applications.

Steps	Define	Measure	Analyze	Improve	Control
Purpose	• Define business metrics • Identify projects for process improvement • Select resources for project improvement	• Establish baseline performance • Validate measurements for each project	• Set performance objectives • Identify sources of variation	• Prioritize the vital few causes of variation • Establish relationships between output and input variables	• Implement solutions • Ensure solutions are sustained • Document case studies
Primary Tools	• Process mapping • Business metrics • Trend charts • Root cause analysis • Voice of the Customer (VOC)	• Trend charts • Six Sigma Metrics • Process Capability Analysis • Process Flow Diagram • Descriptive Statistics • basic SPC • Measurement system analysis • Data collection forms	• Control charts • Frequency plots • Hypothesis testing • Cause and effect diagrams • Affinity Diagrams • Data collection forms • FMEA • Root cause verification • Value Stream Mapping	• Design of experiments • FMEA • Planning tools • Process capability analysis • SPC level 2 • Measurement capability analysis • Principles of lean manufacturing	• Mistake proofing • SPC implementation • Control plans • Process standards • Evaluate process improvement results
Key Outputs	• Project team • Project • Program plan • Management commitment	• Product performance baseline • Measures for evaluating performance of the product or process	• Defined list of potential sources of variation • Cost Benefit Analysis	• Proposed process settings • Impact of proposed solutions	• Process in control • Project documentation • Opportunities for transfer of learning

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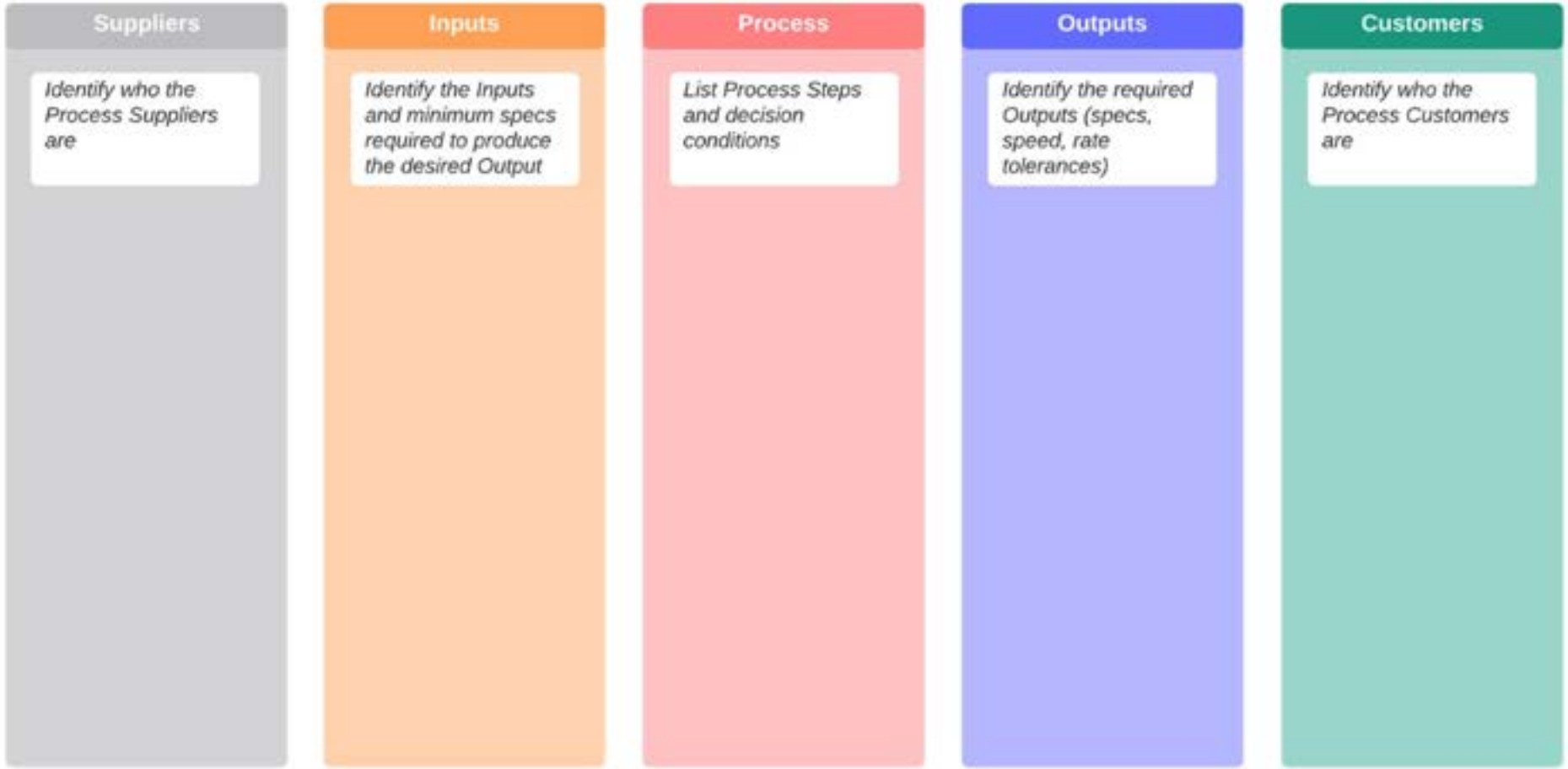
S.I.P.O.C.

The What to
How and When

In process improvement, a SIPOC is a tool that summarizes the inputs and outputs of one or more processes in table form. It is used to define a business process from beginning to end before work begins. The acronym SIPOC stands for suppliers, inputs, process, outputs, and customers which form the columns of the table.



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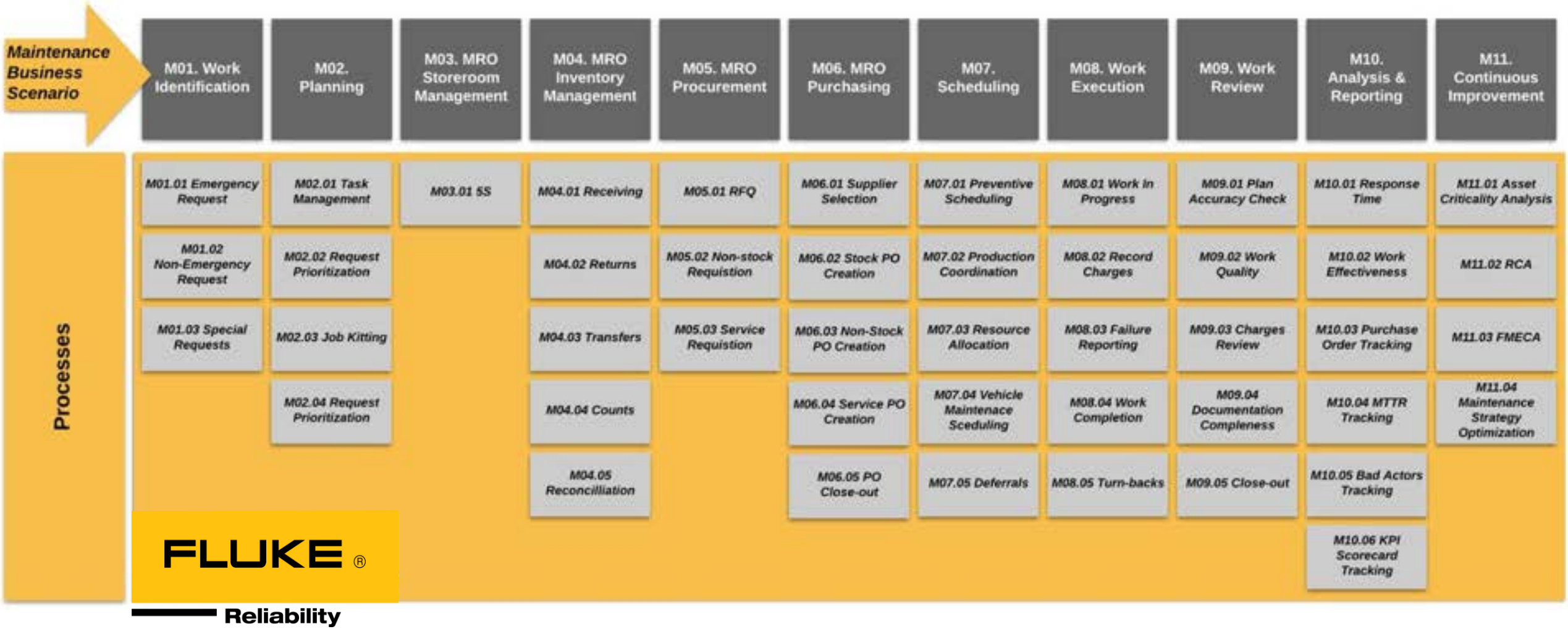
Focus Group Led

The What to How and When



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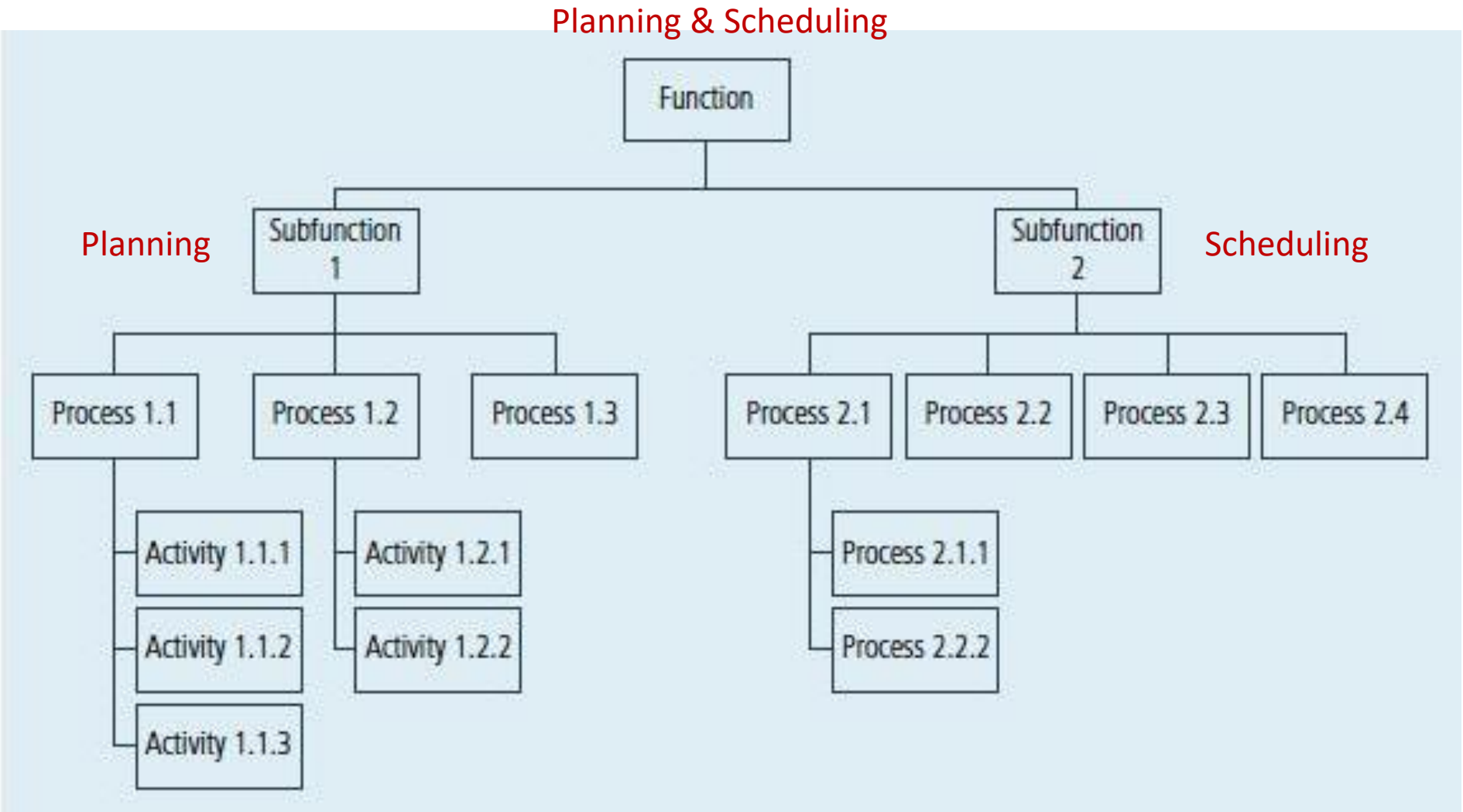
Focus Group Led: Decomposition (Planning Scheduling example)

The How and When



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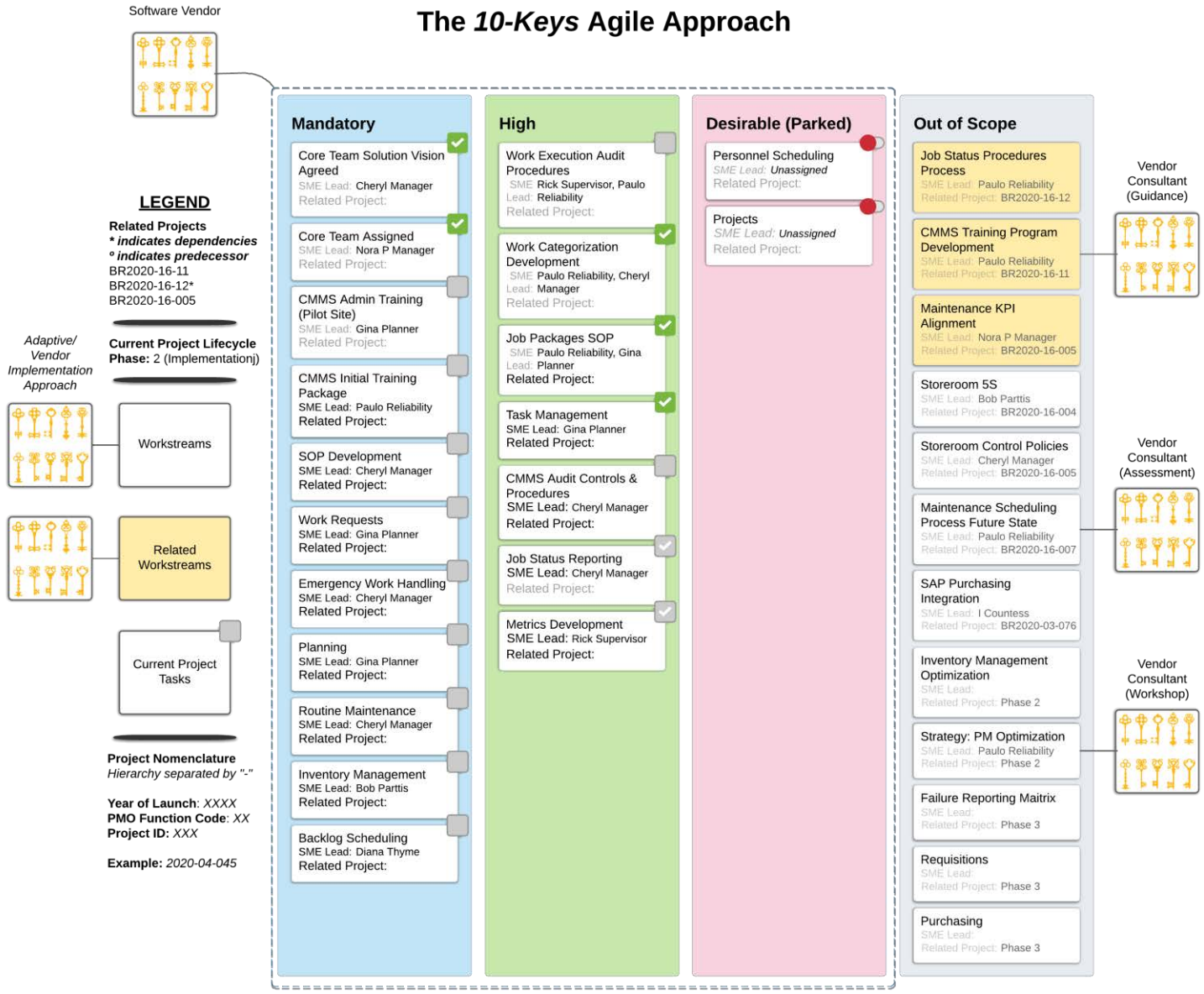
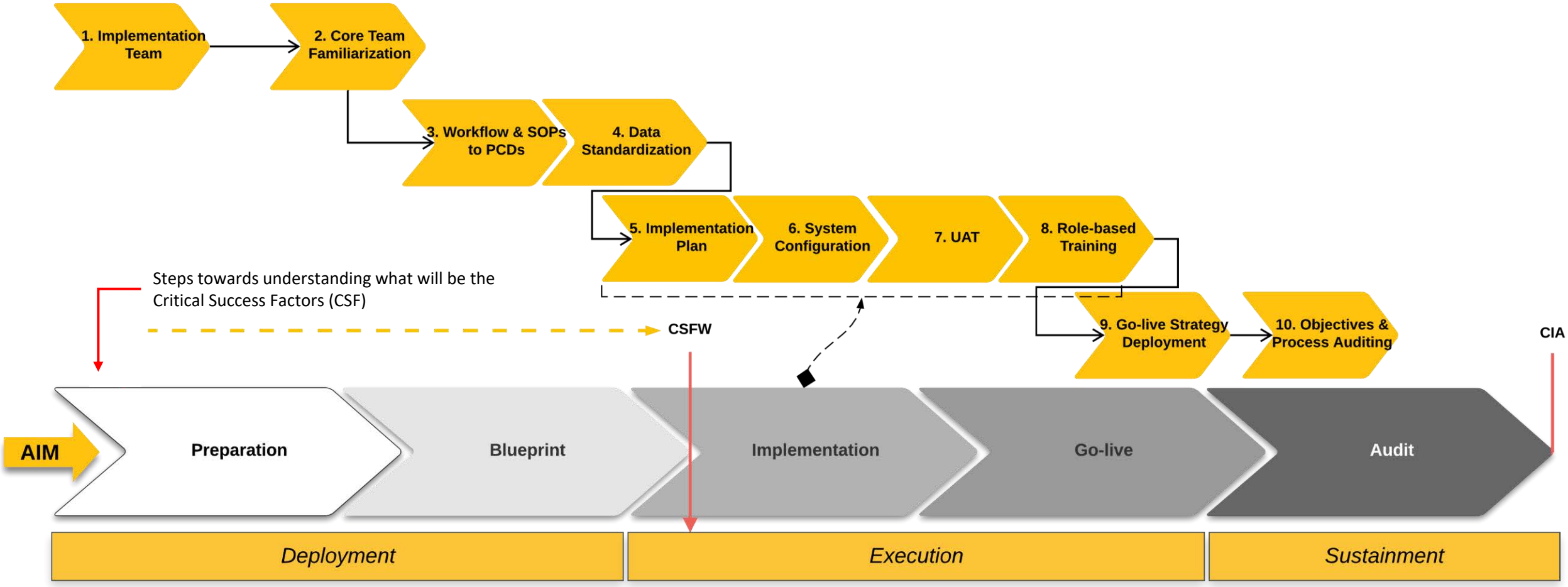
Value Stream Mapping:

The What to How and When



Step Zero – Where are we (you)?

The What



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10 Key Steps© to Deploy-mentation Success

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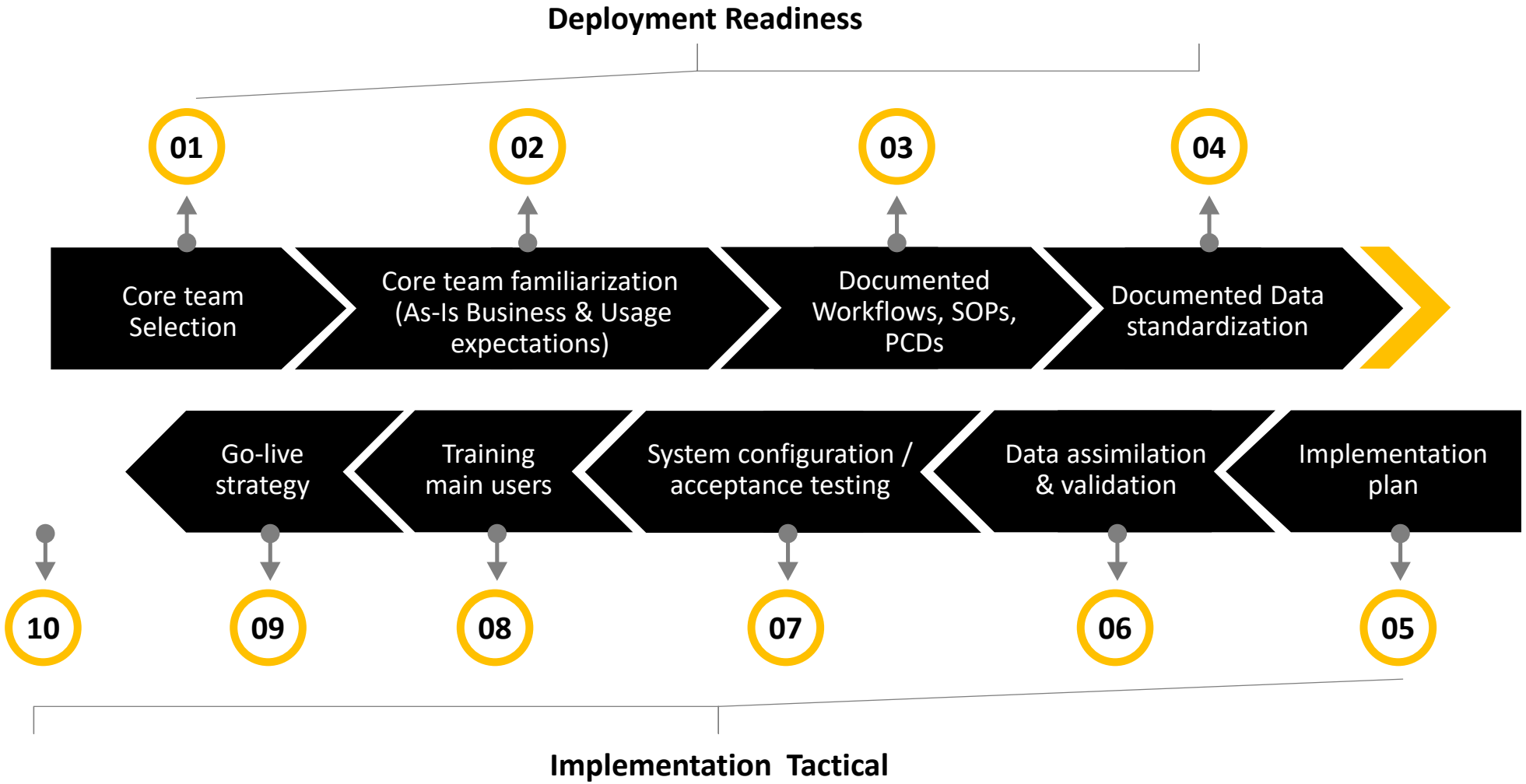
10 Key Steps© - A Deploy-mentation Methodology Guide

- Core team Selection
- Core team familiarization (As-Is Business & CMMS expectations)
- Documented Workflows, SOPs, PCDs
- Documented Data standardization
- Implementation plan
- Data assimilation & validation
- System configuration / acceptance testing
- Training main users
- Go-live strategy
- Process auditing

10 Keys© Methodology - A Proven Fundamental Method of Change (MOC) Strategy

The Why to What to How and When



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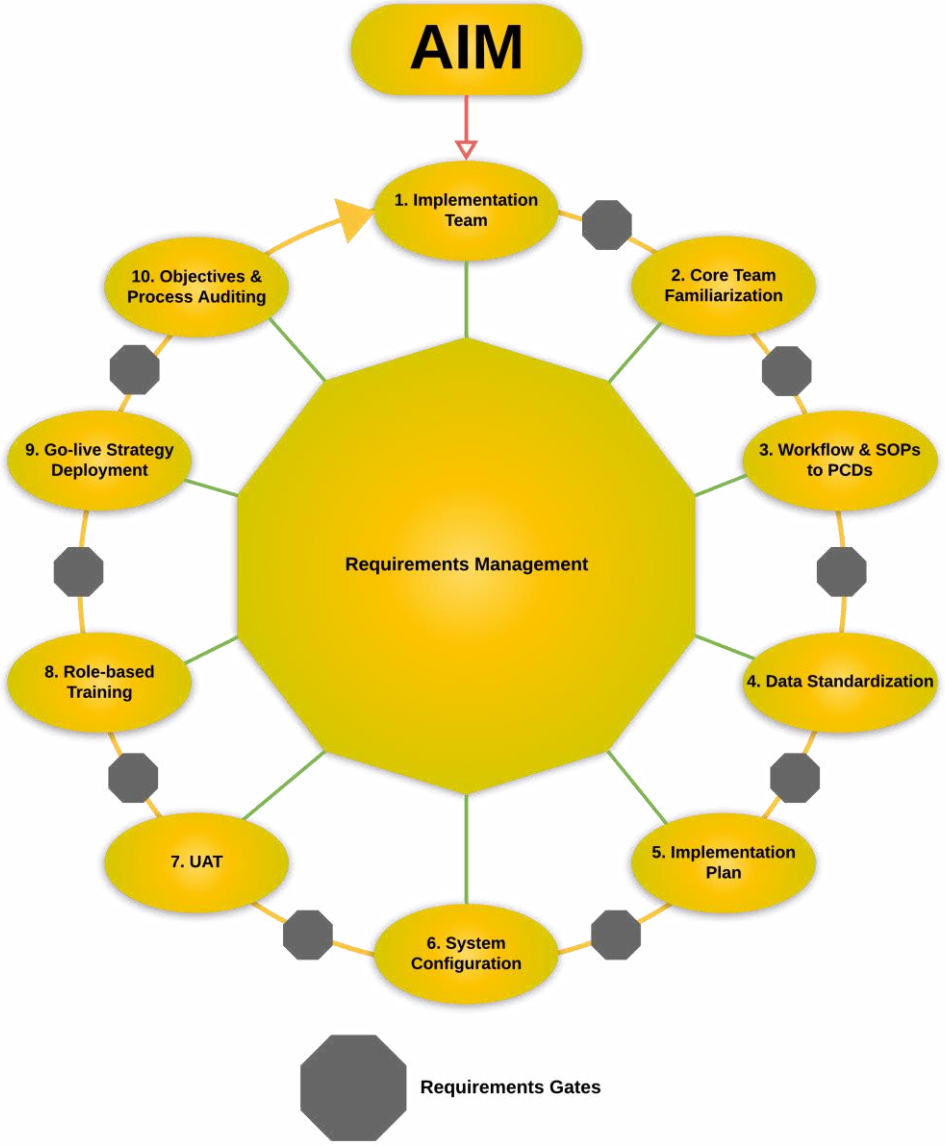
10 Keys© Deploy-mentation Methodology (Gated Steps)

The Why to What to How and When



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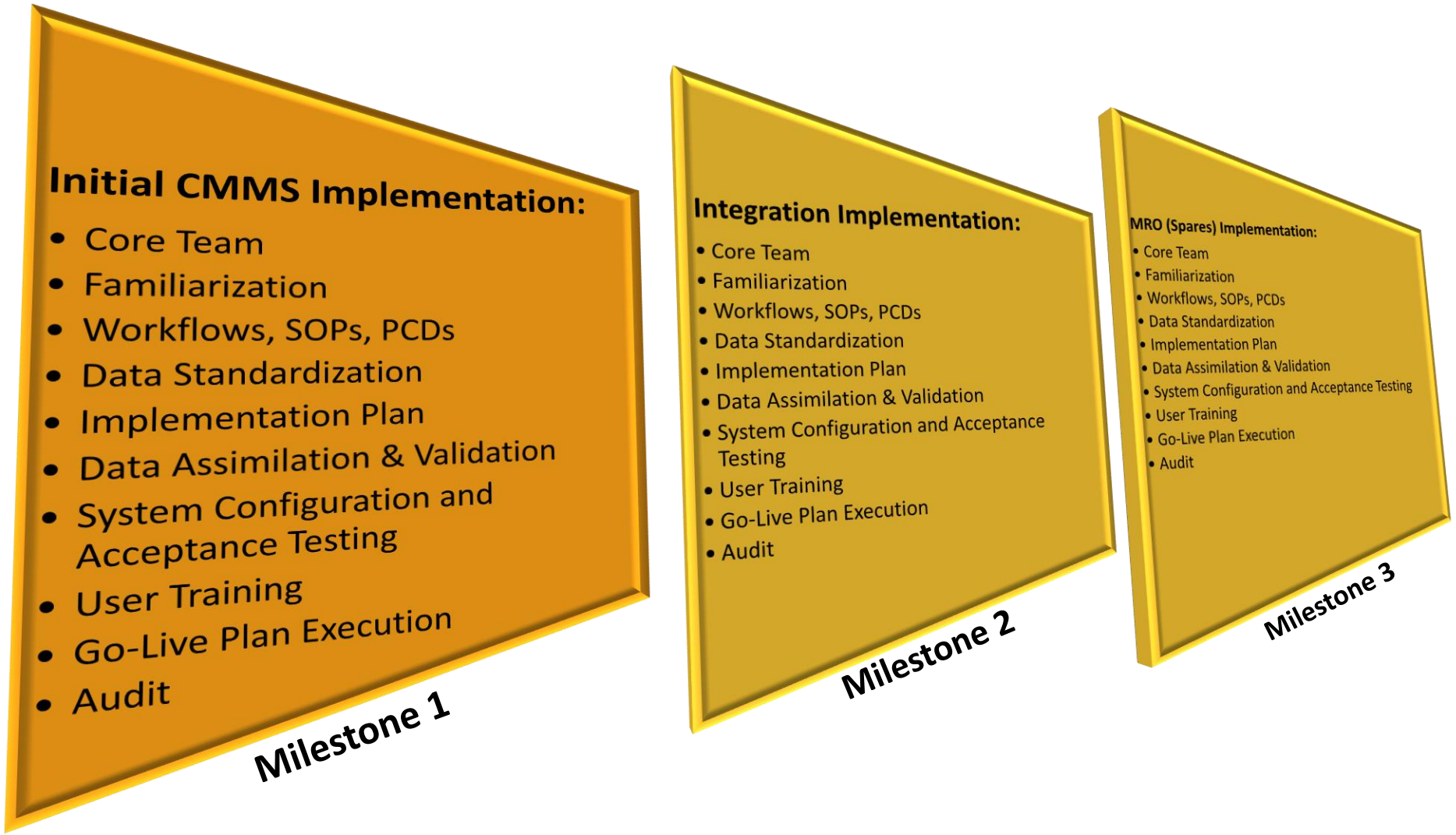
Apply the 10 Keys© over & over again on your CMMS journey

The How that Ties back to the What & Why



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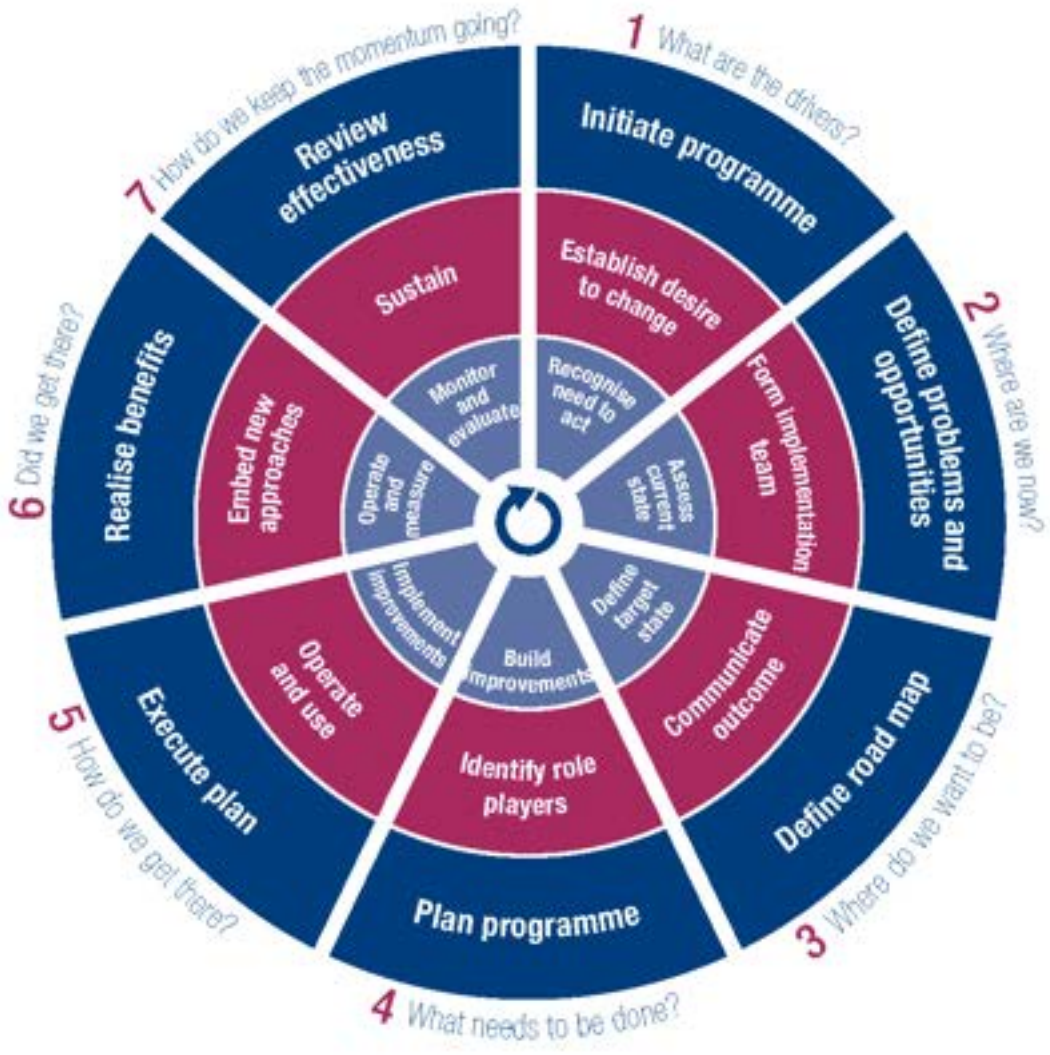
Tying Key Step #10 back to Step Zero

The How, When, & Who that ties back to the What & Why



- **Programme management** (outer ring)
- **Change enablement** (middle ring)
- **Continual improvement life cycle** (inner ring)

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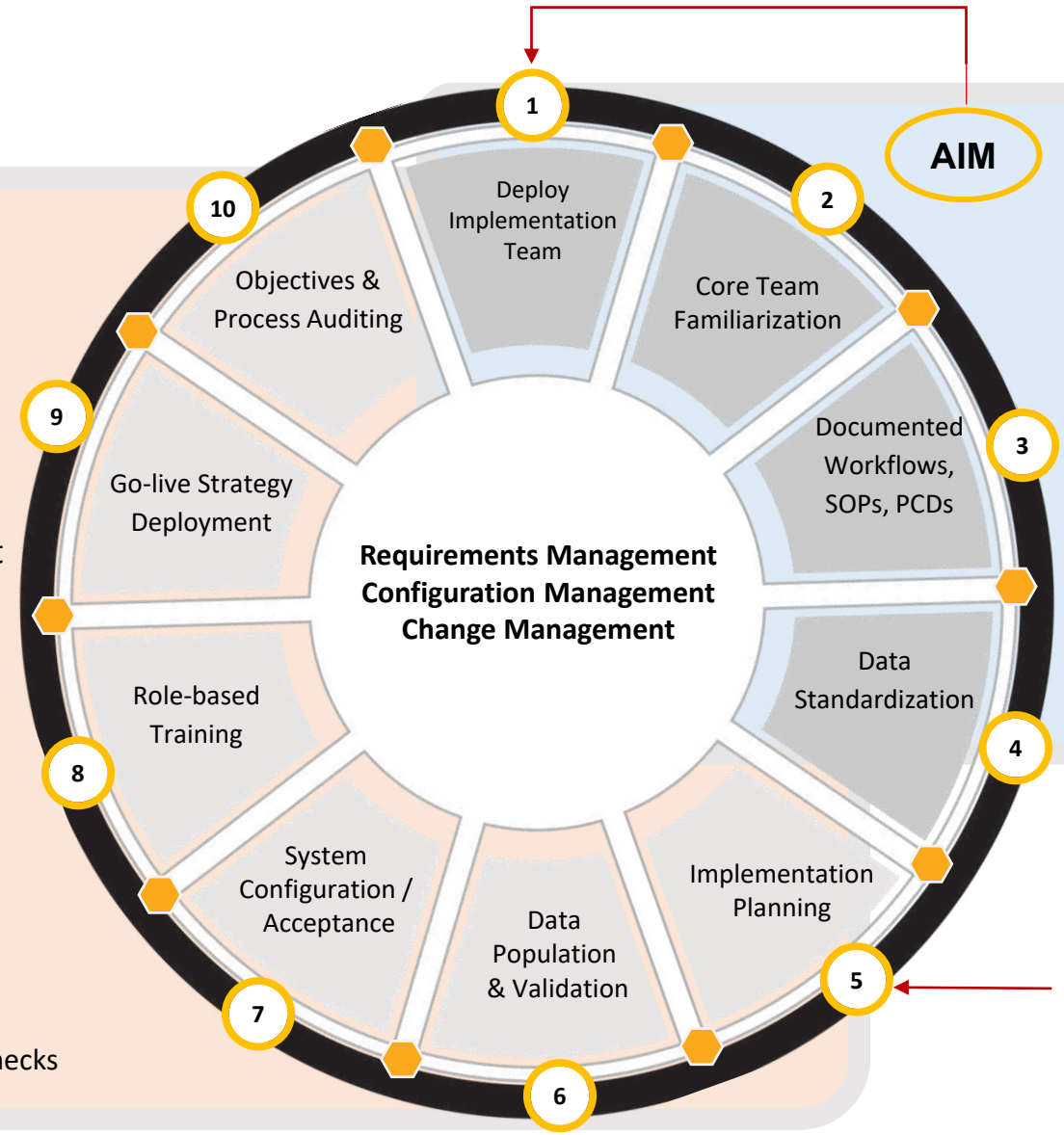
FRS - Customer Success Roadmap

Implementation Services

- CMMS CSFW
- CMMS Kick-Start
- Connected Reliability Kick-Start
- PdM Implementation Services
- Training Services
- Go-Live Assistance

Can be universally applied to any technology being implemented within the FRS portfolio of products and services.



Gates & project Value Health Checks

Deployment Readiness Services

- Connected Reliability Assessment Services
- Continuous Improvement Assessment
- Remote 10 Keys© Consulting Services (first 5 Keys)
- Process Control Documentation
- Integration Workshop Services
- Data Build-Out Services (Data Collection, Data Cleansing, PM Build, etc.)

Implementation Services

Questions

QUESTIONS?

Thank you!

Gregory Perry CMRP, eCMP

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https://reliability.fluke.com/

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THANK YOU!