A Day in the Life of a Proactive Maintenance Supervisor

A Daily Planner for Effective Maintenance Supervision

Ricky Smith, CMRP, CPMM, is the Senior Management Consultant and is a well-known published author. Visit www.reliabilityweb.com

Editors note: We have invited our good friend and world-famous author Ricky Smith to write a series of articles on a Day in the Life of... for the various roles in maintenance reliability. Please e-mail me if you want to write about a day in your life at tohanlan@reliabilityweb.com

A Day in the Life of a Maintenance Supervisor

A Daily Planner for Effective Maintenance Supervision

Maintenance supervisor visits job sites to ensure no problems exist that will cause problems with the execution of the maintenance schedule. (Change the time you execute this function day to day so your staff does not know your schedule.)

The maintenance supervisor makes his/her rounds to ensure all work has started on time and no problems exist. If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that either everything is on schedule, or “we have a problem.”

While the supervisor is making his/her rounds they should be performing QA/QC checks on the work being executed. Is the maintenance tech following a repeatable procedure? Is he/she using the right tool for the job, etc.

If a maintenance tech is working on a critical job, then he/she should call or text at a specific time to update whether everything is OK, or if there is a problem. This is key to the success of a critical job, otherwise maintenance techs get involved in the problem and think they have it resolved, however it continues on until it is too late and production or operations is impacted. It is important to always know in advance of a problem so it can be resolved quickly, possibly with more resources or coordination from production or operations.

Meeting with maintenance planner/scheduler, or both if they are different people.

Planning and scheduling is effective. This meeting is typically held in the morning to discuss or review any work that is required for the follow-

If a problem exists with the work order codes and information, the maintenance tech or techs should hold a meeting a few minutes before the end of the shift to ensure the codes are corrected and that the mainte-

A few KPI ideas are Mean Time Between Failure of critical assets, systems, etc., Percent of Repairs Performed Correctly the First Time, and Equipment Availability. These should be post-

If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that everything is on schedule. If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that either everything is on schedule, or “we have a problem.”

While the supervisor is making his/her rounds they should be performing QA/QC checks on the work being executed. Is the maintenance tech following a repeatable procedure? Is he/she using the right tool for the job, etc.

If a maintenance tech is working on a critical job, then he/she should call or text at a specific time to update whether everything is OK, or if there is a problem. This is key to the success of a critical job, otherwise maintenance techs get involved in the problem and think they have it resolved, however it continues on until it is too late and production or operations is impacted. It is important to always know in advance of a problem so it can be resolved quickly, possibly with more resources or coordination from production or operations.

Meeting with maintenance planner/scheduler, or both if they are different people.

Planning and scheduling is effective. This meeting is typically held in the morning to discuss or review any work that is required for the follow-

If a problem exists with the work order codes and information, the maintenance tech or techs should hold a meeting a few minutes before the end of the shift to ensure the codes are corrected and that the mainte-

A few KPI ideas are Mean Time Between Failure of critical assets, systems, etc., Percent of Repairs Performed Correctly the First Time, and Equipment Availability. These should be post-

If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that everything is on schedule. If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that either everything is on schedule, or “we have a problem.”

While the supervisor is making his/her rounds they should be performing QA/QC checks on the work being executed. Is the maintenance tech following a repeatable procedure? Is he/she using the right tool for the job, etc.

If a maintenance tech is working on a critical job, then he/she should call or text at a specific time to update whether everything is OK, or if there is a problem. This is key to the success of a critical job, otherwise maintenance techs get involved in the problem and think they have it resolved, however it continues on until it is too late and production or operations is impacted. It is important to always know in advance of a problem so it can be resolved quickly, possibly with more resources or coordination from production or operations.

Meeting with maintenance planner/scheduler, or both if they are different people.

Planning and scheduling is effective. This meeting is typically held in the morning to discuss or review any work that is required for the follow-

If a problem exists with the work order codes and information, the maintenance tech or techs should hold a meeting a few minutes before the end of the shift to ensure the codes are corrected and that the mainte-

A few KPI ideas are Mean Time Between Failure of critical assets, systems, etc., Percent of Repairs Performed Correctly the First Time, and Equipment Availability. These should be post-

If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that everything is on schedule. If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that either everything is on schedule, or “we have a problem.”

While the supervisor is making his/her rounds they should be performing QA/QC checks on the work being executed. Is the maintenance tech following a repeatable procedure? Is he/she using the right tool for the job, etc.

If a maintenance tech is working on a critical job, then he/she should call or text at a specific time to update whether everything is OK, or if there is a problem. This is key to the success of a critical job, otherwise maintenance techs get involved in the problem and think they have it resolved, however it continues on until it is too late and production or operations is impacted. It is important to always know in advance of a problem so it can be resolved quickly, possibly with more resources or coordination from production or operations.

Meeting with maintenance planner/scheduler, or both if they are different people.

Planning and scheduling is effective. This meeting is typically held in the morning to discuss or review any work that is required for the follow-

If a problem exists with the work order codes and information, the maintenance tech or techs should hold a meeting a few minutes before the end of the shift to ensure the codes are corrected and that the mainte-

A few KPI ideas are Mean Time Between Failure of critical assets, systems, etc., Percent of Repairs Performed Correctly the First Time, and Equipment Availability. These should be post-

If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that everything is on schedule. If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that either everything is on schedule, or “we have a problem.”

While the supervisor is making his/her rounds they should be performing QA/QC checks on the work being executed. Is the maintenance tech following a repeatable procedure? Is he/she using the right tool for the job, etc.

If a maintenance tech is working on a critical job, then he/she should call or text at a specific time to update whether everything is OK, or if there is a problem. This is key to the success of a critical job, otherwise maintenance techs get involved in the problem and think they have it resolved, however it continues on until it is too late and production or operations is impacted. It is important to always know in advance of a problem so it can be resolved quickly, possibly with more resources or coordination from production or operations.

Meeting with maintenance planner/scheduler, or both if they are different people.

Planning and scheduling is effective. This meeting is typically held in the morning to discuss or review any work that is required for the follow-

If a problem exists with the work order codes and information, the maintenance tech or techs should hold a meeting a few minutes before the end of the shift to ensure the codes are corrected and that the mainte-

A few KPI ideas are Mean Time Between Failure of critical assets, systems, etc., Percent of Repairs Performed Correctly the First Time, and Equipment Availability. These should be post-

If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that everything is on schedule. If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that either everything is on schedule, or “we have a problem.”

While the supervisor is making his/her rounds they should be performing QA/QC checks on the work being executed. Is the maintenance tech following a repeatable procedure? Is he/she using the right tool for the job, etc.

If a maintenance tech is working on a critical job, then he/she should call or text at a specific time to update whether everything is OK, or if there is a problem. This is key to the success of a critical job, otherwise maintenance techs get involved in the problem and think they have it resolved, however it continues on until it is too late and production or operations is impacted. It is important to always know in advance of a problem so it can be resolved quickly, possibly with more resources or coordination from production or operations.

Meeting with maintenance planner/scheduler, or both if they are different people.

Planning and scheduling is effective. This meeting is typically held in the morning to discuss or review any work that is required for the follow-

If a problem exists with the work order codes and information, the maintenance tech or techs should hold a meeting a few minutes before the end of the shift to ensure the codes are corrected and that the mainte-

A few KPI ideas are Mean Time Between Failure of critical assets, systems, etc., Percent of Repairs Performed Correctly the First Time, and Equipment Availability. These should be post-

If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that everything is on schedule. If personnel are at a remote location, a call on the radio or text on the cell at a specific time validates that either everything is on schedule, or “we have a problem.”

While the supervisor is making his/her rounds they should be performing QA/QC checks on the work being executed. Is the maintenance tech following a repeatable procedure? Is he/she using the right tool for the job, etc.

If a maintenance tech is working on a critical job, then he/she should call or text at a specific time to update whether everything is OK, or if there is a problem. This is key to the success of a critical job, otherwise maintenance techs get involved in the problem and think they have it resolved, however it continues on until it is too late and production or operations is impacted. It is important to always know in advance of a problem so it can be resolved quickly, possibly with more resources or coordination from production or operations.

Meeting with maintenance planner/scheduler, or both if they are different people.

Planning and scheduling is effective. This meeting is typically held in the morning to discuss or review any work that is required for the follow-

If a problem exists with the work order codes and information, the maintenance tech or techs should hold a meeting a few minutes before the end of the shift to ensure the codes are corrected and that the mainte-
General Rules:
1. Work Orders should have at the minimum: the correct code (breakdown (1), urgent (2), etc.); the correct equipment number, at the right level; the main-maintenance person’s accurate total work hours charged to this work order; the start time and complete time on the job; comments from the maintenance person as to what work was performed, or any recommendation to changes to maintenance strategy or plan; any parts used whether from the storeroom or not; and the maintenance signature.

Without this information one cannot determine:
- Dominant Failure Thread—which component has the most specific failure modes with a specific cause across multiple assets.
- Dominant Failure Pattern—which component has the most specific failure modes with a specific cause across multiple assets.
- Actual maintenance cost for specific assets.
- Mean Time Between Failure
- Mean Time To Repair
- Mean Time Between Repairs
- Rework
- If a PM Procedure is effective.
- If a specific type repair is effective.
- If a maintenance strategy intersects the intent of maintenance.

2. Repair or Corrective Work orders must have everything as stated above, plus component code, failure code, and cause code. Without this information one cannot determine:
- The method to prevent or predict known failure modes. (Failure mode—how something fails)
- On a PM procedure, it should have specific steps and specifications on what is to be done to known best practices.
- Example: Lubricate Bearing:
  - Step 1: Clean the grease fitting.
  - Step 2: Clean the end of the grease gun.
  - Step 3: Insert 4 grams of lithium grease (two shots).
- Comments on the procedure as to the effectiveness of it or recommended changes required.

If you have questions or would like to receive the Tool Box Series, send me an e-mail to rsmith@gpallied.com.