

Maintenance Supervisor Best Practices Virtual Workshop



July 1-3, 2025

9:00am ET - 4:00pm ET



Cost \$1295.00

Interested? Contact me at rsmith@worldclassmaintenance.org

“Maintenance Supervisors are the people who make the largest impact on maintainability and reliability in most organizations and thus I create this program to provide ideas which will allow them to far exceed management’s expectations and make a real difference in day-day maintenance of their equipment and motivation of their staff”

Learn how to mitigate equipment failures through proven approaches based on Ricky Smith’s experience as a Maintenance Practitioner and Advisor.

Who should attend:

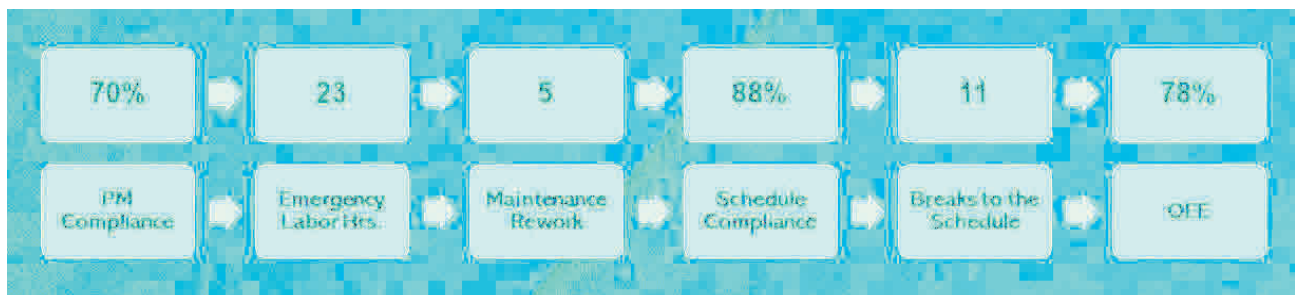
- **Maintenance Supervisors**
- **Maintenance Foreman**
- **Maintenance Lead Person**
- **Senior Maintenance Technicians looking to become a Maintenance Supervisor in the future**

Hands On Exercises: Over 15 “hands on” exercises used to enhance learning along with applying these exercises when you return to work.

Workshop Objectives:

- **Learn what “Maintenance Best Practices” looks like and how to implement in order optimize your Maintenance Crew’s Performance**

- Identify and compare what a “Day in the Life of Proactive Maintenance Supervisor” looks like and identify how it matches what your current situation
- Identify and compare what a “Day in the Life of Proactive Maintenance Technician” looks like and identify how it matches your technicians’ current situation.
- Identify how to engage a Maintenance crew by through applying specific “change management tools”
- Learn how to create an environment for success in your maintenance department
- Identify which Metrics a Maintenance Supervisors used to manage their Maintenance Crew effectiveness and how to use it drive the right behavior



- Learn simple techniques to motivate a maintenance crew
- Identify the 11 Maintenance Supervisor Leadership Skills required for success and learn how these principles will make a difference in your crews’ performance.

11 Maintenance Supervisor Leadership Principles

1. Safety is always #1 Priority
2. Leads by example
3. Never ask anyone to do something they would not do yourself
4. Always arrives at work early to ensure no surprises will impact today's maintenance schedule
5. Demonstrates respect to everyone even when things are not going to plan
6. Makes sound decisions based on Data from CMMS
7. Looks out for the welfare of their staff
8. Ask advice from Maintenance Technicians on issues involving Equipment Performance
9. Ensure the following week's schedule is ready to execute
10. Shares the Maintenance Schedule for next week with all technicians on Friday the week prior
11. Walks the floor and checks to ensure all work is going to the maintenance schedule



- Learn What a “Day in the Life of Proactive Planner” look like and identify how it matches the current situation of your Maintenance Planning and Scheduling Function.
- Create a Daily/Weekly Maintenance Scorecard to be used when you return to work

Maintenance Scorecard		10/12/2020	YTD
	Best practice		
Maintenance Schedule Performance	>70%	62%	67%
Maintenance Break In Work	<15%	38%	33%
PM/PDM Work Scheduled	> 30%	18%	35%
PM/PDM Compliance	>80%	36%	67%
Notification Entered from PM/PdM find	1 for every 6 inspections	2	3
Equipment Not Available	Weekly	0	1.45
P1 Notifications	Weekly	12	11.43
Core Shift Mechanic	Weekly	4	3.95
Polymer Shift Mechanic	Weekly	9	6.22
No Information P1's (Still open)	Weekly	0	1.55
		Shift & Core worked on 1 P1 together	

- Assess the current state of the Maintenance Function and create a plan to optimize your Maintenance Process using the crawl, walk, run methodology
- Learn how to perform a PM Optimization at your site, step by step

PM Optimization Process

1. Identify which asset or functional area the PM Optimization will be executed
2. Identify a cross functional team (Operator, Maintenance Tech, Reliability Engineer, Maintenance Planner)
3. Establish expectations from everyone engaged in this process
4. Define end goal of this process (ex: Increased PMs Effectiveness, Decrease breakdowns)
5. Define how you will measure if the PM Optimization Process is effective or not
6. Present copies of PMs to team, one PM at a time
7. Review equipment history for the past 30, 60, and 180 days
 - # of breakdowns
 - Causes of critical breakdowns based on a formal RCA
 - PM Labor Hours vs EM/Urgent Labor Hours
8. Identify by the following for each task on a PM Procedure/Procedures as shown in example below:

PM Evaluation / Optimization Results			
PM Eval Recommendation	# of Tasks	% of Total Task	Labor Hrs. Represented
No Value – Delete Task	1,740	15.2%	1,832
Reassign to Lube Route	1,167	10.0%	3,980
Reassign to Operator Care	1,889	16.1%	4,987
Replace with PdM	1,983	17.3%	4,876
Re-Write Task	2,387	20.8%	11,043
Task is Good as Found	2,289	20%	3,923
Total PM Tasks	11,456	100%	30,641

- Identify what are the attributes of a Proactive Maintenance Supervisor and how it increases effectiveness
- Identify the Guiding Principles for Proactive Maintenance Supervisor
- Learn how to Clearly Define “Role and Responsibility” for your team
- ... and learn so much more

Maintenance Crew KPI RACI Chart							
Tasks	Maint Supervisors	Maint Analyst	Maint Planner	Maint Technician	Maint Supert	Rel Specialist	CMMS Proj Engr
Inputting Failure Data	A	C	I	R		C	C
Work Order Completion	R	C	C	C	A	I	I
Work Order Close Out	C	R	C		I	I	A
QA of Failure Data Input	C	R	I	C	I	C	A
Analyze Failure Reports	C	C	I	C	A	R	I
Maintenance Strategy Adjustments	C	I	I	C	A	R	R
Implementing new strategies	R	I	R	C	A	I	I
		Responsibility Accountable Consulted Informed		"the Doer" "the Buck stops here" "in the Loop" "kept in the picture"			

- Learn how to mitigate equipment partial and total functional failures
- ...and so much more

Ricky Smith CMRP is the instructor and designed this program based on his experience as a Maintenance Supervisor, Maintenance Manager, Maintenance Engineer and now as a Maintenance Trainer and Educator. Ricky worked at the first plant in the “World” certified as having a “World Class Maintenance” Organization” – Alcoa Mt Holly



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