

A Day in the Life of a Proactive Maintenance Supervisor

“Based on real life experience by Ricky Smith CMRP, CMRT”

“Maintenance Supervisors are truly unsung heroes who seek no praise but takes satisfaction in his technicians executing work which makes an impact on production and equipment running to specifications.”



As a former Maintenance Supervisor, I can honestly say this position was the most rewarding job I ever had, seeing maintenance tech transitioning from frustrated most days to smiling and walking easy instead of panicking and chasing breakdowns.

So, what does a Day in the Life of a Proactive Maintenance Supervisor look like?

At the beginning of the shift or day 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 looking to see

- ... if the maintenance tech following a repeatable procedure?
- ... is he/she using the right tool for the job?
- ... do they need any extra assistance.
- ... are they looking for parts or material which wasn't kitted for the job.

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, other- wise maintenance techs get involved in the problem and think they have it resolved, however maybe they did identify the Root Cause of the Problem.

The maintenance supervisor makes his/her rounds and visits the job sites 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." (*Change the time you execute this function day to day, so your staff does not know your schedule.*)

Afternoon review of job packages for next day.

The planner/scheduler arrives at the supervisor's office for 10-20 minutes to ensure the job plan or tomorrow will be executed without a problem.

Once a Week a Maintenance Team meeting is held, 15 minutes max.

The Maintenance Supervisor reviews 2 Things the maintenance crew is doing well and 2 Things the team needs to improve on based on the Maintenance Crew Dashboard. Lastly ask if anyone had any issue that need to be discussed. (It is all about the TEAM)

Metrics / KPIs or Dashboard for the maintenance team.

As a result of the maintenance team's actions and the planner/scheduler's hard work, the team should know if their work is making a difference. Think about the time you watched a football or soccer match that was won in the last few minutes because everyone knew their "Score" and maintenance techs want to know their score.

A few Key Performance Indicators (KPIs) should be posted in the shop for all to see.

If a KPI is not showing positive results, a maintenance team meeting may be scheduled for the next day. A maintenance supervisor wants the technician's ideas identifying why the metrics are not moving in the right direction and gain consensus how to improve the KPI.



Maintenance Dashboard

Checkout all the "Day in the Life of..." series at
www.worldclassmaintenance.org