**Tool-Box Talk**

**Preventive Maintenance 105**

**Operator Basic Care** is critical to success of any Preventive Maintenance Program. Operators are the first line of defense in protecting asset and process reliability. Operator basic care (also known as operator essential care, operator driven reliability, asset basic care, or autonomous maintenance) is an equipment reliability program which provides results.

Operator Care allows operators to feel ownership of their assets and take pride in the results it provides.

Operator Care plus Preventive Maintenance implemented and managed effectively results in success.

![Preventive Maintenance + Operator Care = “Optimal Asset and Process Reliability”](image)

Operator Care requires a Partnership between Maintenance and Production where each party is seen as equal partners.

Operator Care is a simple process that engages all of the personnel working within the organization towards a common goal of increased throughput and decreased equipment delays.

Operator Care is simple in that it engages:

- All ears, eyes, and noses in the early identification of equipment abnormalities (rather than the subsequent failures)

- Provides a simple means to report and track the repairs to be performed. It is a simple means to report and track the repairs to be performed.

Operators Focus on Abnormalities, not Failures: Point “P” (the onset of failure) differs greatly from Point “F” (the loss of function) on the P-F Curve. Many operators do not understand this relationship and are not conditioned to report equipment abnormalities.

**Where to begin:**
- Step 1: Educate Maintenance and Production leadership in the Value of Operator Care
- Step 2: Identify a production area or line with the most open-minded leadership
- Step 3: Create an OpCare project plan with leading and lagging KPIs at specific milestones.
- Step 4: Create “Single Point Lesson” and use to educate Operators
- Step 5: Post a Scorecard for everyone to know “the Score of Operator Care”

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**Operator Care Leading and Lagging KPIs**

- % of time Line Running to Rate
- % Defects Passed Quality
- OpCare WO Task Likelihood of success
- OpCare Ready Backlog (Ready to Schedule)
- OEE

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