

KPIs for High Performance Maintenance Team

“TOOL BOX TRAINING”

Reference: ISO 14224



General Rules which must be followed:

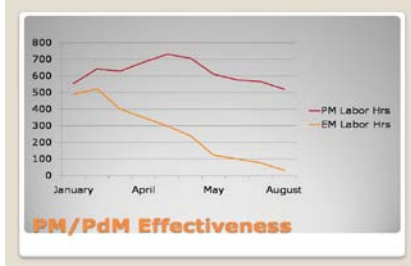
1. Metrics cannot be used to penalize anyone; they are to be used as a navigation tool.



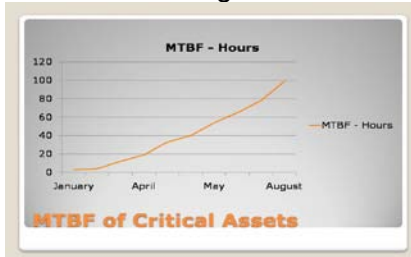
2. Metrics for your maintenance team must be focused on how they impact equipment or facility performance.

Examples:

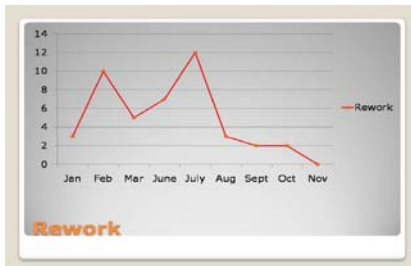
- Are our PMs working, preventing failures?



- Is the Mean Time Between Failure of critical assets increasing?



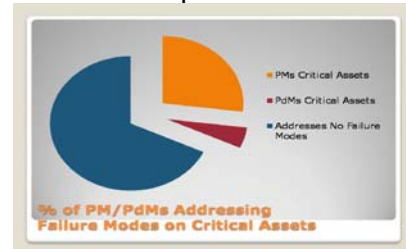
- Are the maintenance repairs made correctly? Rework?



- What is the number of Breaks to the maintenance schedule by Maintenance and by Production?



- The percentage of PM/PdMs which are focused on specific failure modes.



3. Guiding Principles for Metrics

- a. When a metric demonstrates a problem allow the Maintenance Team to recommend a solution.
- b. The question to ask of the Maintenance Team is: “How do the metrics look to you?” and “What do we need to do to change the metric if needed?”
- c. In order for a metric to move positive or negative management must have patience and enough data points to ensure the action taken resulted in the right affect?
- d. Maintenance Team metrics must be posted for all to see and updated daily or weekly.
- e. Allow the Maintenance Team to create other metrics which work better for your situation.
- f. Always ask: “will this metric tell me if a process is working or not.”