

# CONTRIBUTING TO THE SUCCESS OF YOUR ORGANIZATION THROUGH PROACTIVE FACILITY MANAGEMENT AND COMMUNICATION

Or, how to make the most of  
your maintenance  
management system.

- ▶ What do you have already?
- ▶ Paper/Excel/Client-server/Cloud
- ▶ Three Golden Rules
- ▶ What are the basic things you should be able to do?
- ▶ Maximizing what you have
- ▶ How much will it cost not to maximize?

## MAKING THE MOST OF YOUR MAINTENANCE MANAGEMENT SYSTEM

# THE STATUS QUO

- ▶ No computerized maintenance management
- ▶ Using a computerized maintenance management system
- ▶ Using mobile devices
- ▶ Thinks they're getting the most out of their system?

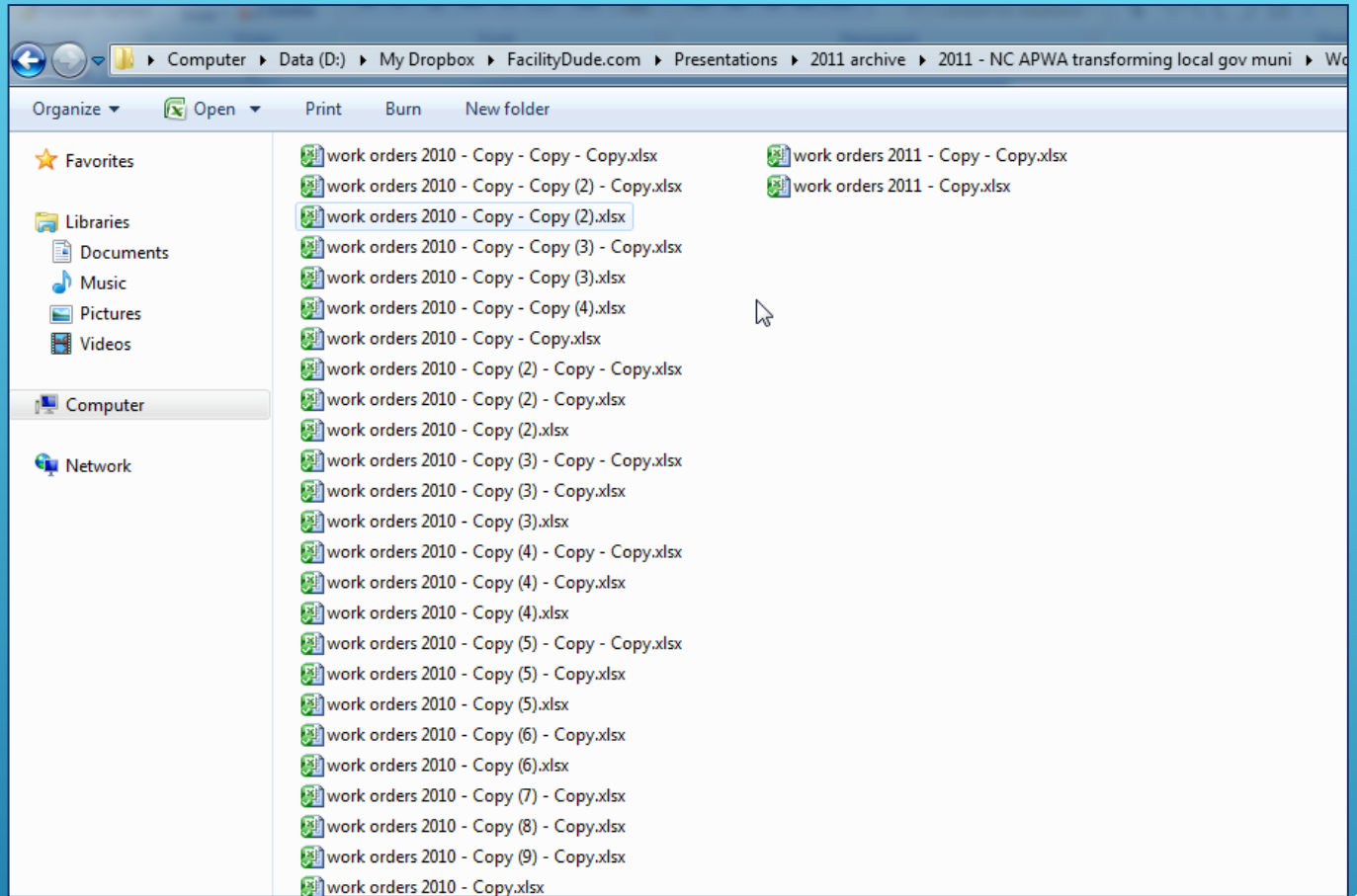


# SOPFMTS

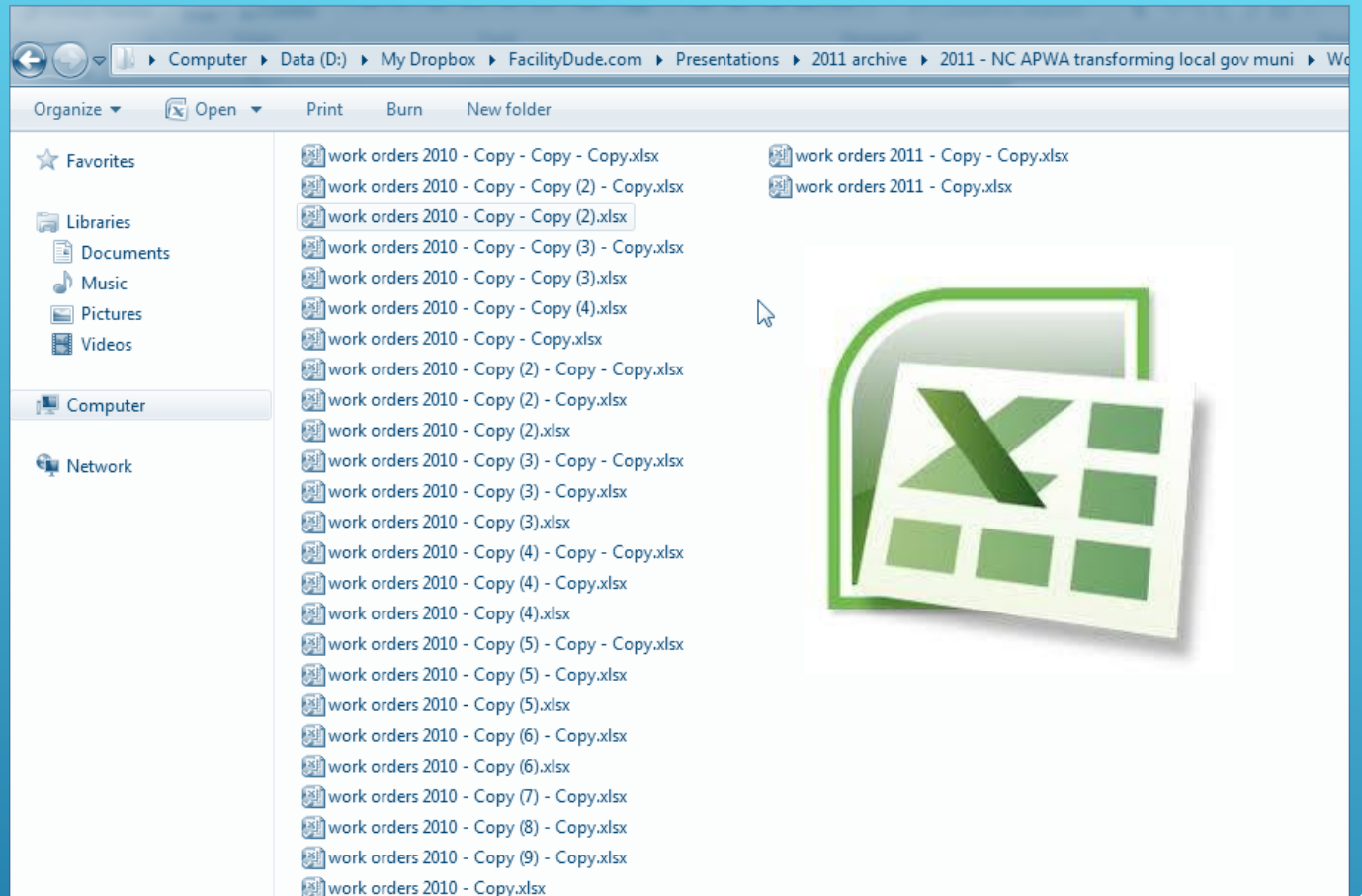


# SOPFMTS

“Stacks of Paper  
Files Maintenance  
Tracking System”



FOEFMTS

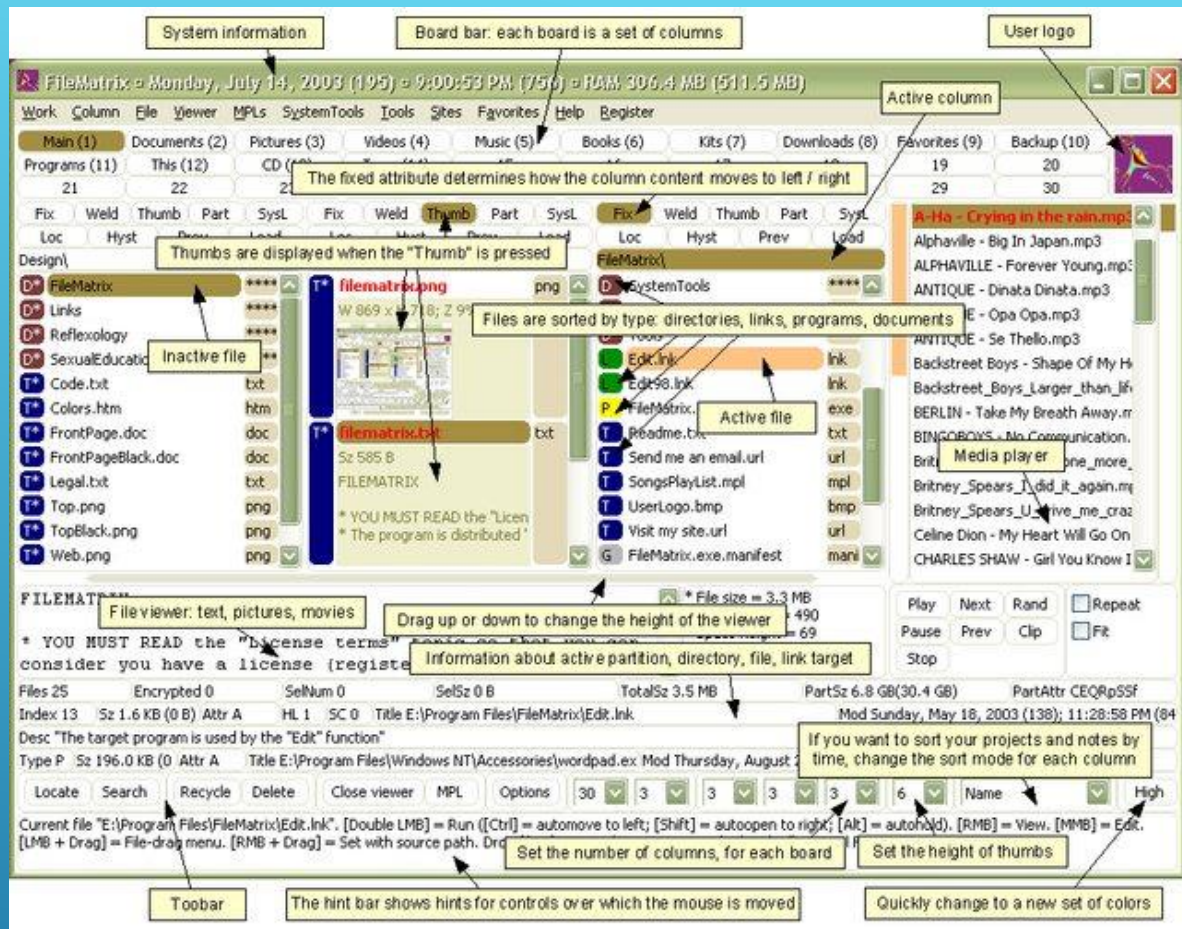


# FOEFMTS: “FOLDER OF EXCEL FILES MAINTENANCE TRACKING SYSTEM”

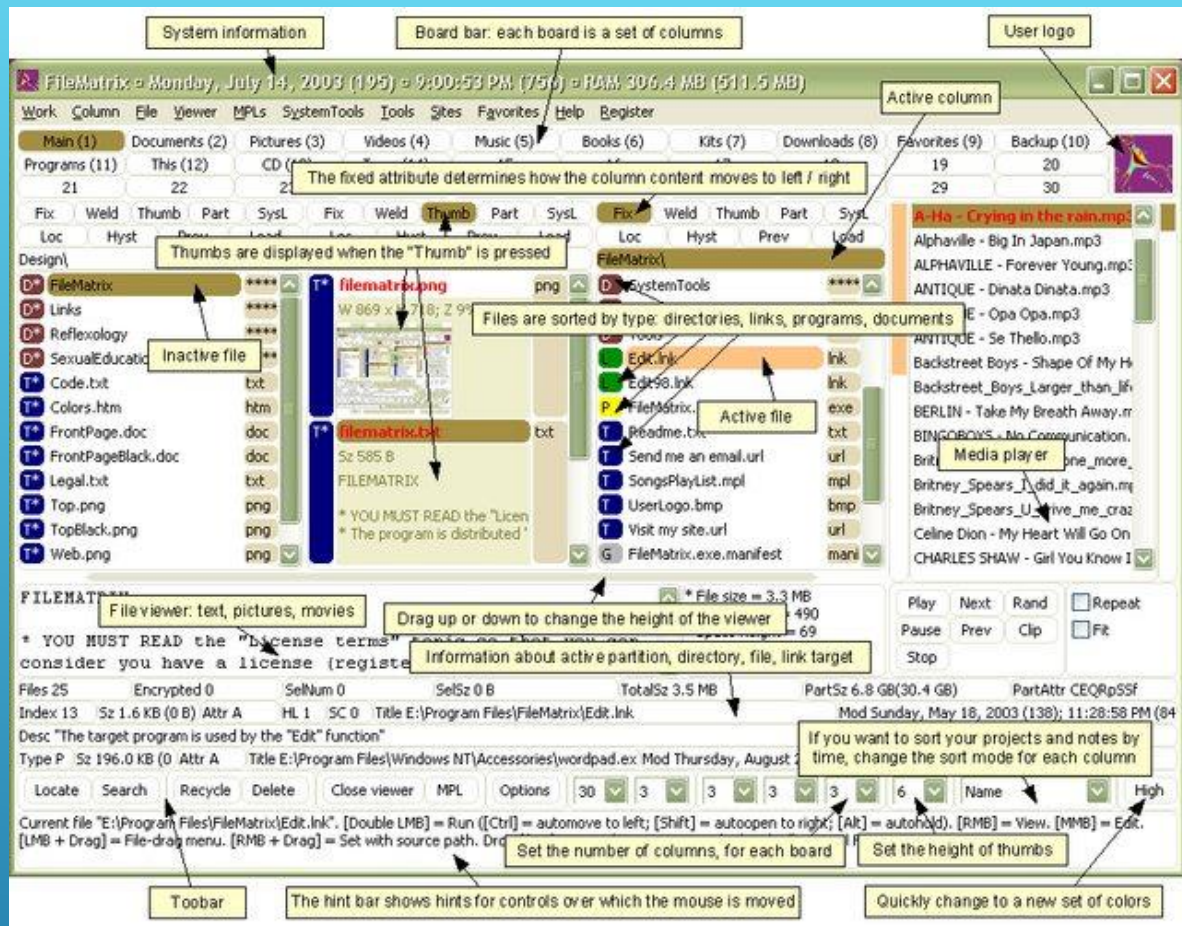
- ▶ The perfect storm
  - ▶ Operational costs continue to spiral
  - ▶ Maintenance staffing challenges
  - ▶ CapX budget cuts
  - ▶ Age of buildings
  - ▶ Difficulty of finding qualified staff
  - ▶ Ever-increasing compliance requirements
- 
- ▶ It's just not reasonable to assume we can do this well with paper anymore.

## WHY DO WE NEED A CMMS?





EHTUCSA



# EHTUCSA: ELABORATE, HARD TO UNDERSTAND CLIENT SERVER APPLICATION

- ▶ Tied to desk, no remote access
- ▶ Data goes in but it's hard to get it out
- ▶ Hard to share information across teams
- ▶ Hard to pull information quickly for surveyors
- ▶ Hard to use data to identify trends
- ▶ Hard to maintain
- ▶ Limited longevity/risk of corruption

WHAT DO THESE SYSTEMS HAVE  
IN COMMON?

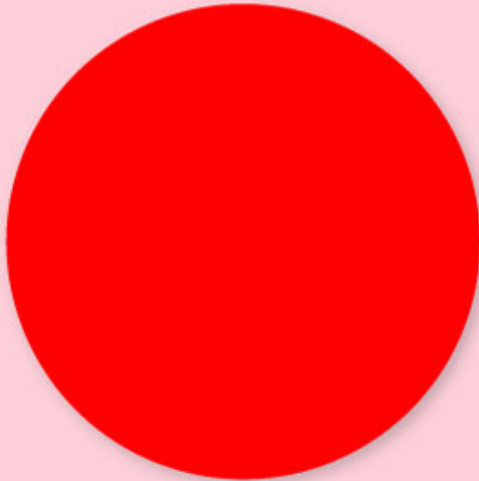


ENTER THE CLOUD!

- ▶ Junk in → junk out
- ▶ If it's hard to use it won't be used
- ▶ Data is worthless if it can't be shared easily

## THREE GOLDEN RULES

# WHAT HELICOPTERS DO IN MOVIES



■ Explode

truthfacts.com



- ▶ Can your current system do this?
- ▶ If so, are you taking advantage of this functionality?

WHAT SHOULD YOUR CMMS BE  
ABLE TO DO FOR YOU?



- ▶ Online request form
- ▶ As many people as possible with request access
- ▶ Dropdowns, not empty fields
- ▶ Automatic updates to the requester
- ▶ Real-time receipt of work requests by technicians
- ▶ Automatic escalation/notification for emergencies
- ▶ Limited access to priority assignment
- ▶ Required fields (contact info, location)
- ▶ Time and transaction tracking
- ▶ Track work done by contractors

## WORK REQUESTS

- ▶ Template-based
- ▶ Include tasks and procedures
- ▶ Attach multiple schedules to a piece of equipment
- ▶ Automatic PM generation
- ▶ % completion reports
- ▶ Notification of overdue work
- ▶ PM-specific reporting
- ▶ Inclusion of attachments, safety notes
- ▶ Association of inventory

## PREVENTIVE MAINTENANCE

- ▶ Risk and categorization!
- ▶ Warranty expiration dates
- ▶ Asset work history
- ▶ Barcoding
- ▶ Attachments
- ▶ Custom data
- ▶ Association of notes (parts, etc.)
- ▶ Readings and measurements

# ASSET MANAGEMENT

- ▶ Custom reports without querying knowledge
- ▶ Report automation
- ▶ Multiple outputs (PDF, Excel)
- ▶ Charting
- ▶ Benchmarking capability
- ▶ Histories for everything (asset, location, requester, technician, etc.)
- ▶ Time and productivity reporting
- ▶ % completion for high risk asset PMs
- ▶ Visibility of reports to other groups

## REPORTING

- ▶ All work should be streamlined in one place (preventive, corrective, outsourced)
- ▶ Mobile accessibility
- ▶ Automatic reminders (email or text)
- ▶ TRAINING AND SUPPORT!

OVERALL

- ▶ The concerns:
  - ▶ Quality control
  - ▶ Double data entry
  - ▶ Too many emergencies!
  - ▶ Staff buy-in
  - ▶ If it ain't broke...



## ENABLING STAFF REQUESTS

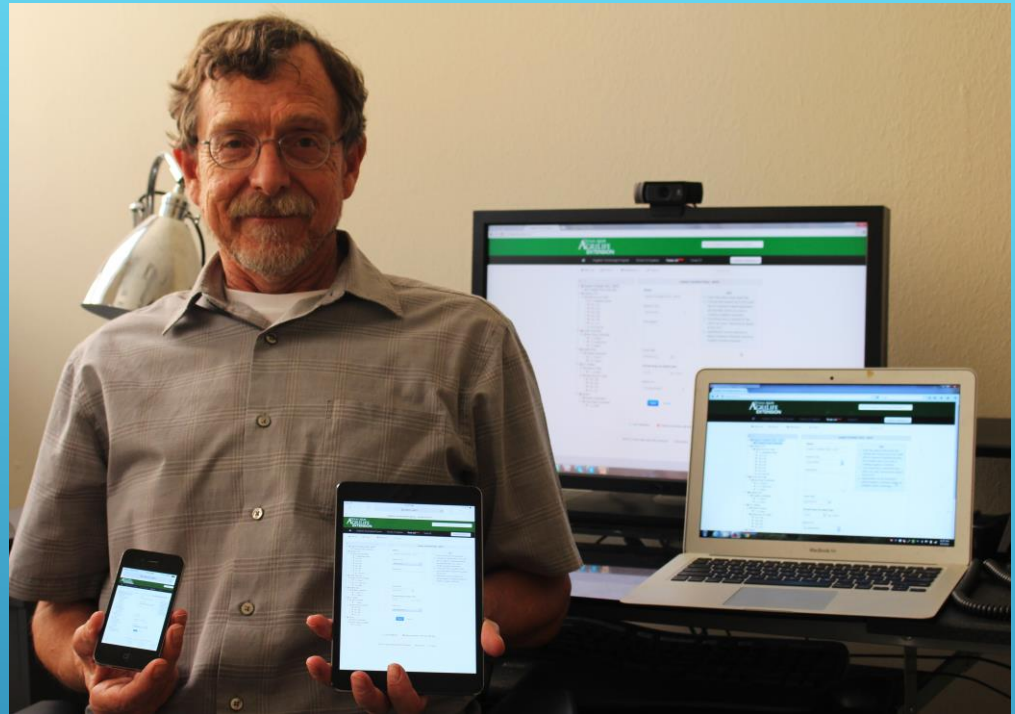
- ▶ The reality:
  - ▶ Easy to filter/validate work orders
  - ▶ Automatic request → work order
  - ▶ Limit access to priority settings
  - ▶ Make sure the staff see what benefit THEY get
  - ▶ Just because Grandpa walked five miles barefoot to school, uphill both ways, doesn't mean I can't take a car.

## ENABLING STAFF REQUESTS

- ▶ The value:
  - ▶ Faster TAT for work orders
  - ▶ Better communication between teams
  - ▶ Better utilization of workforce time
  - ▶ Better patient experience

## ENABLING STAFF REQUESTS





- ▶ The concerns:

- ▶ Expense
- ▶ Don't want techs messing around on the web
- ▶ Tried it before and it was awful

# GOING MOBILE

- ▶ The reality:
  - ▶ Good devices don't have to be expensive
  - ▶ Parental/Corporate controls
  - ▶ The tech has gotten better

# GOING MOBILE

- ▶ The value:
  - ▶ Efficiency and productivity!
  - ▶ Flow state
  - ▶ Higher quality of documentation

# GOING MOBILE

- ▶ The concerns:
  - ▶ Takes too long
  - ▶ We've never done it, so...
  - ▶ No benefit for us
  - ▶ My techs will think I'm micromanaging



## TRACKING TRANSACTIONS/TIME

- ▶ The reality:
  - ▶ Takes a second
  - ▶ Grandpa again...
  - ▶ Have justification for increased budget/staff
  - ▶ Better data allows you to celebrate success as well as more specifically target opportunities for improvement

## TRACKING TRANSACTIONS/TIME

- ▶ The benefit:
  - ▶ Get the resources you need
  - ▶ Justify your time and talent
  - ▶ Better inventory control
  - ▶ More predictable budget/costs
  - ▶ Market your success and be able to defend perceived weaknesses.

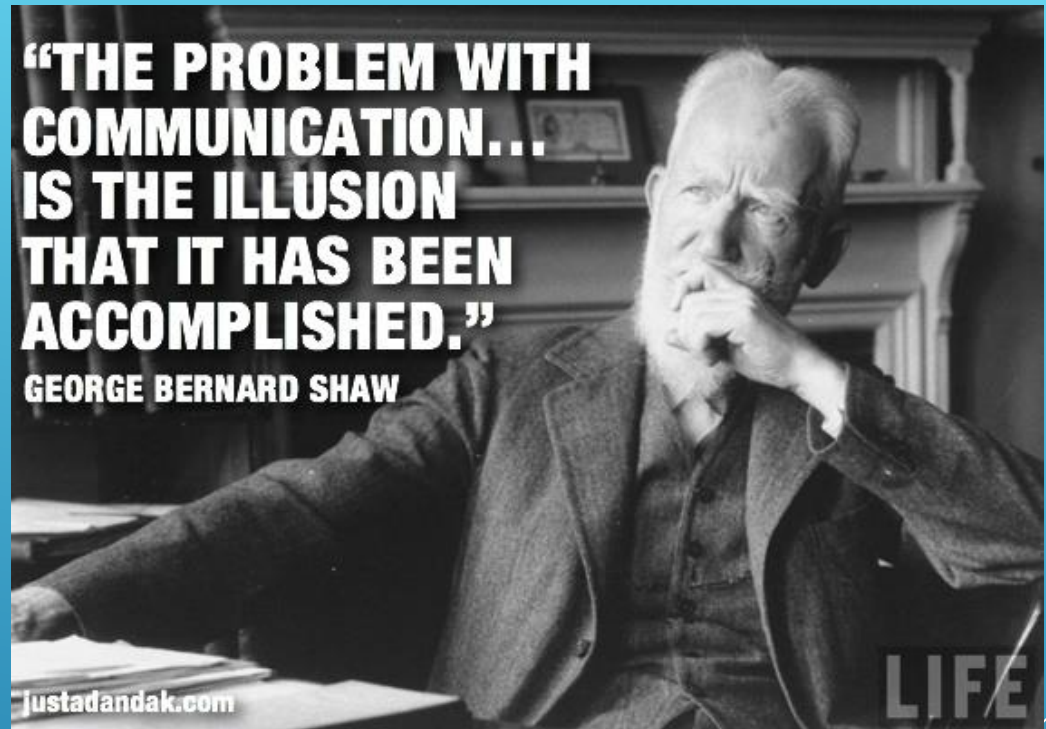
# TRACKING TRANSACTIONS/TIME

- ▶ Import safety data sheets directly into your system
- ▶ Include safety notes for work orders and assets
- ▶ Guard against liability

## BEST PRACTICES: OSHA

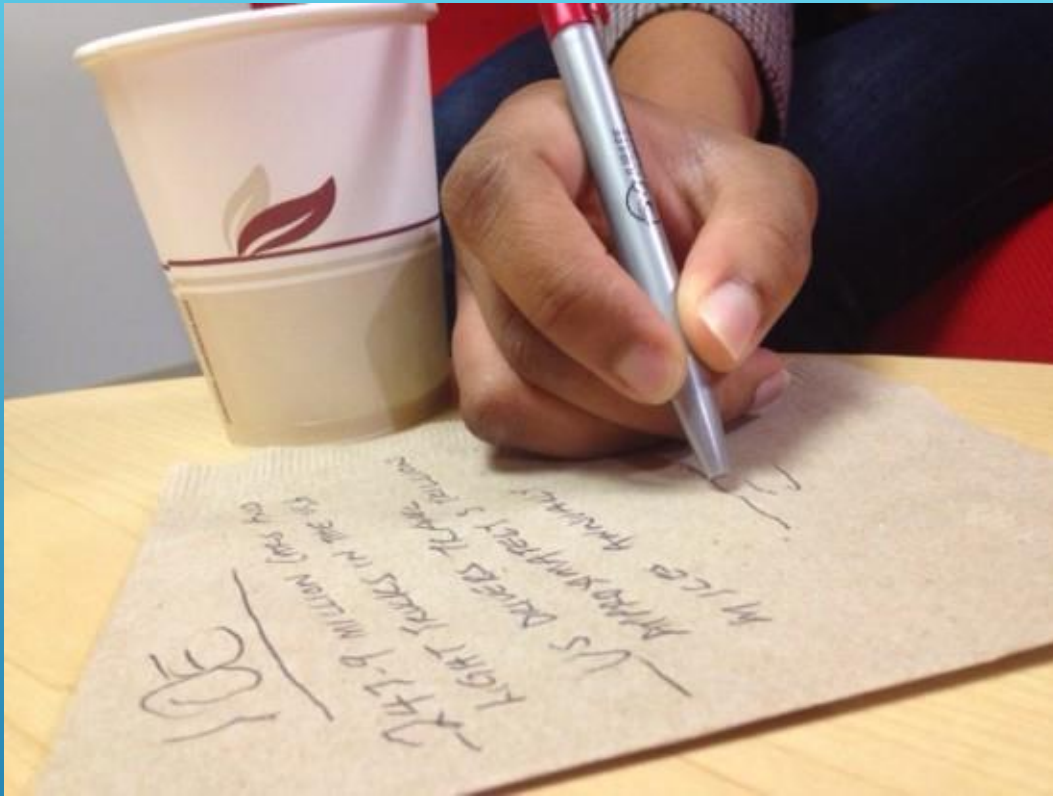


- ▶ Set up automated reports to facilitate better communications with safety teams, infection control, administration and others
- ▶ Instant feedback to requesters, easy escalation to supervisors
- ▶ Better oversight and accountability



## BEST PRACTICES: COMMUNICATION





LETS DO THE MATH

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QUESTIONS



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THANK YOU