



# MAINTENANCE MANAGER CERTIFICATION PROGRAM

| MODULE                                                        | CURRICULUM TOPICS                                                                                                                                                                                                                                                                                                                                               | KEY ASSIGNMENT(S)                                                                                                                                               |
|---------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1</b> METRICS, REPORTING & PERFORMANCE MANAGEMENT          | <ul style="list-style-type: none"> <li>Establishing Equipment, Technician &amp; Cost Metrics</li> <li>Setting Baselines &amp; Measurable Goals</li> <li>Reporting &amp; Visual Management</li> </ul>                                                                                                                                                            | <b>ASSIGNMENT 1</b><br>Establish your maintenance metrics and goals across the three performance categories.                                                    |
| <b>2</b> DEVELOPING A PREVENTATIVE MAINTENANCE PROGRAM        | <ul style="list-style-type: none"> <li>Machine Baseline &amp; Asset List</li> <li>Developing PM Tasks &amp; Frequencies</li> <li>Tools &amp; Materials</li> <li>Responsibility: Operator vs. Maintenance</li> <li>Operator PM Boards</li> <li>Visual PM Procedures</li> </ul>                                                                                   | <b>ASSIGNMENTS</b> <ol style="list-style-type: none"> <li>PM Task Forms (5)</li> <li>Operator PM Board (1)</li> <li>Visual Maintenance Procedure (1)</li> </ol> |
| <b>3</b> MAINTENANCE PLANNING, SCHEDULING & WORK MANAGEMENT   | <ul style="list-style-type: none"> <li>CMMS Fundamentals</li> <li>Rules of Engagement</li> <li>Work Requests vs. Work Orders</li> <li>Work Prioritization</li> <li>Assigning, Managing &amp; Closing Work Orders</li> <li>Quality &amp; Accuracy of Maintenance Records</li> </ul>                                                                              | <b>ASSIGNMENT 1</b><br>Develop a one-page Maintenance Rules of Engagement for your organization.                                                                |
| <b>4</b> BUDGETING, COST CONTROL & RESOURCE MANAGEMENT        | <ul style="list-style-type: none"> <li>Cost to Maintain &amp; PM Schedule Adjustments</li> <li>Staff Hours in Downtime, PM &amp; Projects</li> <li>Using Data to Adjust Staff Time Allocation</li> <li>Support Capital Spending &amp; Replacement Decisions</li> </ul>                                                                                          | <b>NO ASSIGNMENT</b><br>(Module focused on analysis and application of data.)                                                                                   |
| <b>5</b> TEAM DEVELOPMENT & LEADERSHIP                        | <ul style="list-style-type: none"> <li>Shifting the Team from Repair to Ownership</li> <li>Assessing Skills &amp; Developing Cross-Training</li> <li>Developing Technical, Computer &amp; Soft Skills</li> <li>Hiring for the Maintenance Mindset</li> <li>Building a Self-Sufficient Maintenance Team</li> </ul>                                               | <b>ASSIGNMENTS</b> <ol style="list-style-type: none"> <li>Cross-Training Matrix</li> <li>Staff Skills Gap Assessment</li> <li>Team Development Plan</li> </ol>  |
| <b>6</b> PROBLEM SOLVING & DECISION MAKING                    | <ul style="list-style-type: none"> <li>Predictive Maintenance</li> <li>Sensors &amp; Real-Time Monitoring</li> <li>Spare Parts Management</li> <li>Cameras &amp; Remote Diagnostics</li> <li>5S Organization</li> <li>Equipment Upgrades and Retrofits</li> </ul>                                                                                               | <b>ASSIGNMENTS</b> <ol style="list-style-type: none"> <li>Predictive Maintenance Opportunity</li> <li>Engineer Out a Failure</li> </ol>                         |
| <b>7</b> COMMUNICATION, INFLUENCE, AND STAKEHOLDER MANAGEMENT | <ul style="list-style-type: none"> <li>Building Strong Relationships Across the Organization</li> <li>Processes for Cross-Department Communication</li> <li>Communicating Maintenance Value &amp; Impact</li> <li>Managing Expectations &amp; Setting Boundaries</li> <li>Collaboration for Problem Solving &amp; Results</li> </ul>                            | <b>ASSIGNMENTS</b> <ol style="list-style-type: none"> <li>End-of-Shift Report</li> <li>Open Work Request Update</li> <li>Downtime Debrief</li> </ol>            |
| <b>8</b> ANNUAL MAINTENANCE PLAN DEVELOPMENT (CAPSTONE)       | <ul style="list-style-type: none"> <li>Goals &amp; Metrics</li> <li>PM Program</li> <li>Reliability Initiatives</li> <li>Capital Projects</li> <li>Budget &amp; Resources</li> <li>Timelines</li> <li>Quarterly Reviews</li> <li>Team Development</li> <li>Process Improvement</li> <li>Communication Initiatives</li> <li>Reviews &amp; Adjustments</li> </ul> | <b>ASSIGNMENT 1</b><br>Create a comprehensive Annual Maintenance Plan for your organization.                                                                    |

