

Simple Maintenance Systems

Chris Lee – SystemQuest Ltd

www.systemquest.co.uk

Introduction – Chris Lee.

- ▶ **23 years “hands on” engineering experience**
 - Aircraft Industry for 13 years
 - Fork truck service industry for 10 years with BT Rolatruc
- ▶ **13 years in Maintenance Management Systems (CMMS/CAFM)**
 - 10 years with Shire Systems
 - 3 years trading as SystemQuest Ltd
- ▶ **SystemQuest Ltd formed in 2008**
 - Providing implementation guidance and product training - from product selection through to “live” systems



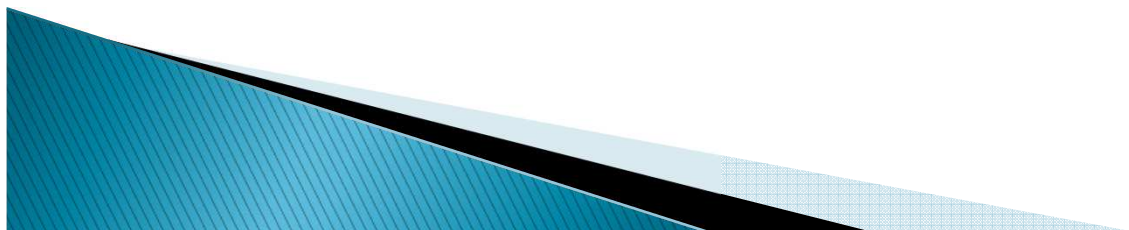
SystemQuest Ltd – Services:

- ▶ **System Requirements Gathering**
- ▶ **New System Selection**
- ▶ **Data Capture/Entry**
- ▶ **System Implementation Guidance/Training**
- ▶ **System Training for Administrators/Operators**
- ▶ **Training Documentation**
- ▶ **Mobile Solutions (PDA's/Tablets)**
- ▶ **Existing System Audits Evaluations**



The software:

- ▶ **Worldwide there are well over 200 CMMS/CAFM solutions to choose from.**
- ▶ **CMMS/CAFM products can be divided simply into 3 categories:**
 - **Out of the box solutions:**
 - Ideal for first time users/purchasers, low budget, simple requirements, minimal resources – Flexible but can be limited in terms of full customisation.
 - **Hybrid Systems:**
 - Can be used out of the box, has the ability to customised in all areas, may require help in installation, configuration and customisation from vendor. Larger budget required to get the maximum benefit from this solution.
 - **Consultative/Services based solution:**
 - Ideal for more defined requirements, scalable, ability to interface to other software packages – Specialist help required, dedicated resources, larger budget etc.



Some hard facts:

Below are a few of the observations from the many systems that I have looked at over the years:

- ▶ **In 80% of software packages only 20% of the functionality is ever used.**
- ▶ **Most software is purchased from “comfort” rather than specification or requirements.**
- ▶ **Most Implementations are not planned – they just happen!**
- ▶ **Data is entered randomly, rather than in a structured format.**



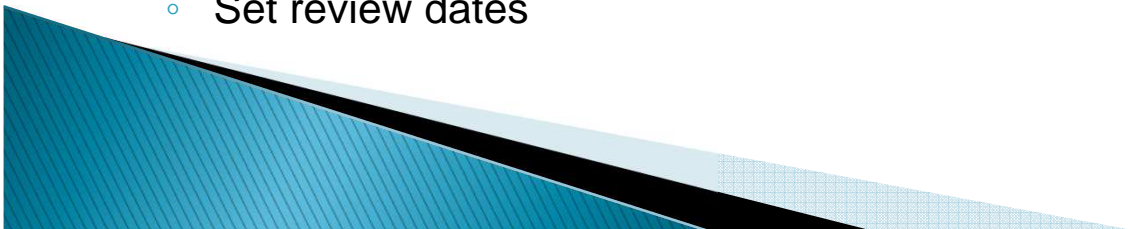
Start with 3 basic questions.

- ▶ **Why** are we having a system?
 - What are the business “drivers”: Planning & control, health & safety, costs & charges, downtime & fault analysis, satisfying external audits etc.
- ▶ **What** do we want from the system?
 - In terms of 3 key elements **searching, planning and reporting**
- ▶ **Who** is going to Implement & maintain it?
 - Having the right system “champion” is key to its success
 - Lack of dedicated time is the biggest failing in most systems, during implementation and in day to day running!



Requirements & Planning:

- ▶ **Consult the stakeholders**
 - IT department, production, finance, maintenance etc.
- ▶ **Create a specification/requirements document**
 - Establish what information you want out (KPI's/Reports)
 - Establishing the roles of the individuals
 - List out all the features that you require in a software solution.
- ▶ **Create an implementation plan**
 - Adopt a “phased” approach
 - Set achievable & realistic timescales for each phase
 - List people’s responsibilities and actions
 - Set review dates



Selection process/plan:

- ▶ **Outline of system/business requirements**
- ▶ **Formulate a list of potential vendors**
- ▶ **Send out specification and assessment document to vendors**
- ▶ **Evaluate returned assessments/costing against requirements document**
- ▶ **Shortlist potential companies for demonstration of software**
- ▶ **Formal quotations from short listed companies**
- ▶ **Organise site visits form short listed companies**
- ▶ **Final selection**



5 tips for a simple system implementation:

- ▶ **Don't try and fill all the boxes on the screen – only put in what you want out!**
- ▶ **Keep Assets as large possible – You can always add sub-assets later**
- ▶ **Keep tasks generic rather than asset specific**
- ▶ **Follow the correct order for data entry and make sure you have all the data collated before starting.**
- ▶ **Adopt a phased approach – don't try and implement the whole thing in one go!**

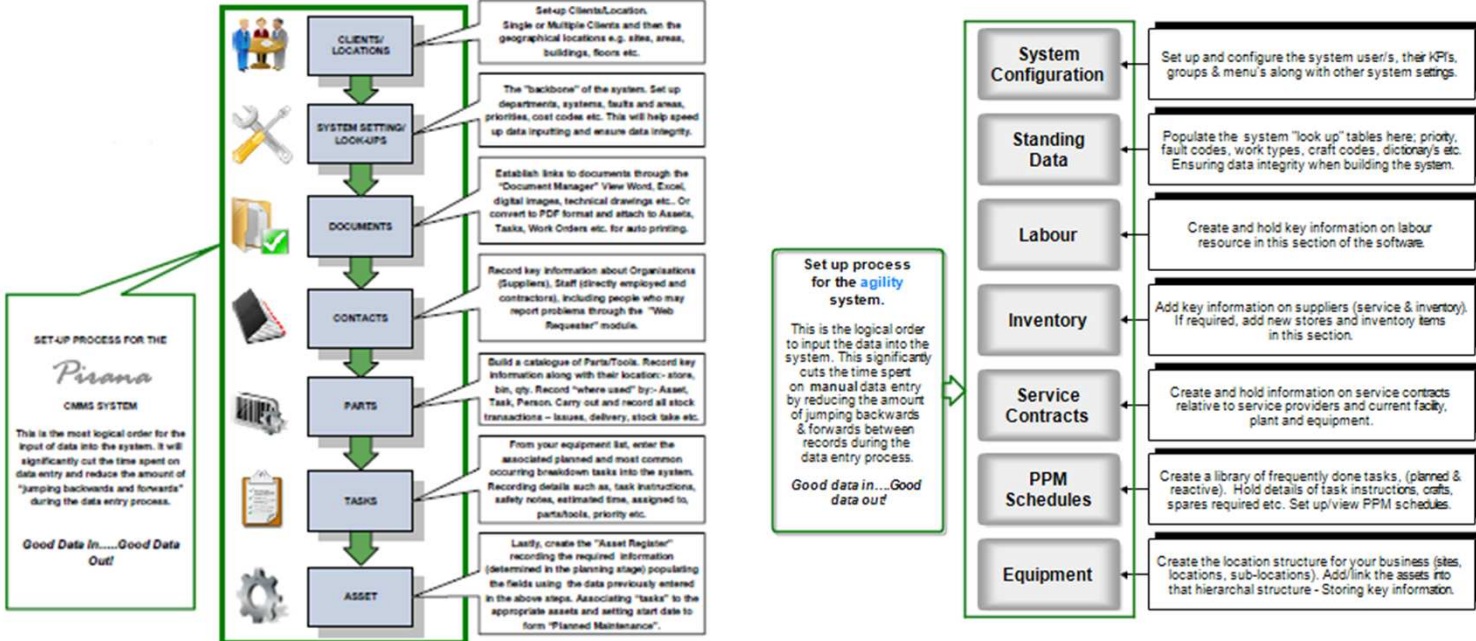


Getting started:

- ▶ **Installing the software**
- ▶ **Product/Implementation training**
- ▶ **Data structure/entry**
- ▶ **Running a pilot and testing**
- ▶ **End-user training**
- ▶ **Go live**
- ▶ **On-going reviews and system development**



Manual data entry:



Examples of manual data entry flow diagrams

SystemQuest Ltd

- ▶ **Chris Lee**
- ▶ 07817 848756
- ▶ chris@systemquest.co.uk
- ▶ www.systemquest.co.uk

- ▶ **Please contact me for copies of:**
 - Full supporting document on this presentation – “Helping You Understand Maintenance Management Software”
 - System requirements gathering document
 - Vendor questionnaire
 - Examples of manual data entry flow diagrams
 - Or further Information on the services I provide

