

Simple Maintenance Systems

Easyfairs Maintec 2010

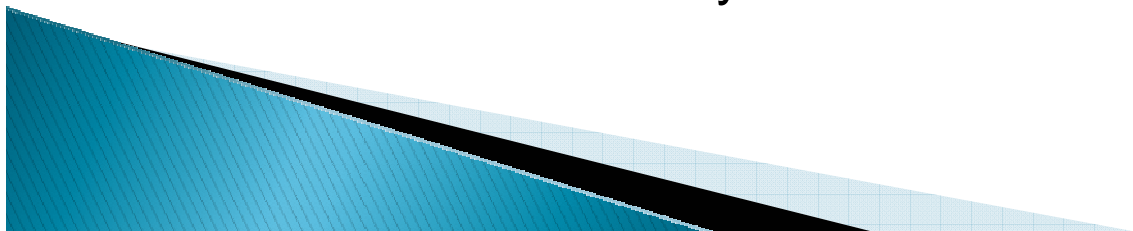
by

Chris Lee – SystemQuest

www.systemquest.co.uk

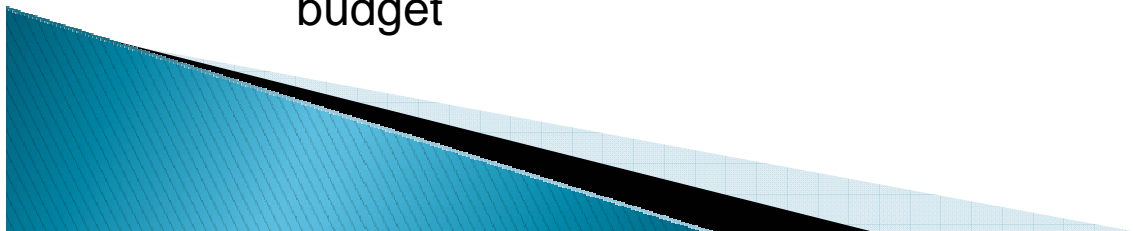
Introduction – Chris Lee.

- ▶ **23 years “hands on” engineering experience**
 - Aircraft Industry 13 years
 - Fork truck industry 10 years
- ▶ **12 years in Computerised Maintenance Management Systems**
 - 10 years with Shire Systems
- ▶ **SystemQuest formed in 2008**
 - Providing implementation guidance and product training - from selection to “live” systems



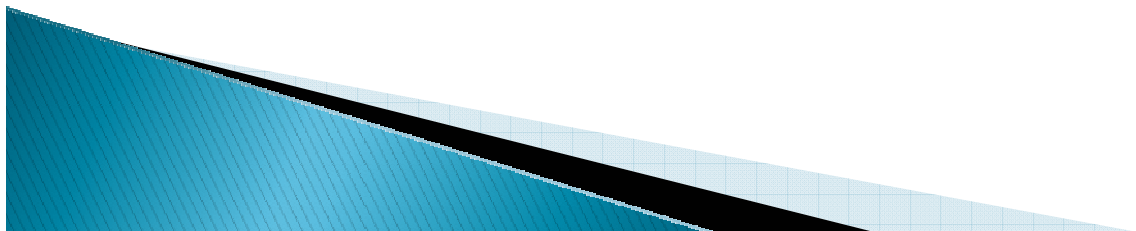
The software:

- ▶ **Worldwide over 200 CMMS providers to choose from**
- ▶ **10 Companies are exhibiting at Maintec 2010**
- ▶ **CMMS products are divided into:**
 - **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 customisation
 - **Consultative/Services based solution:**
 - Ideal for more defined requirements, possible interface to other software (SAP, JDE etc.) – Specialist help required, dedicated resources, larger budget



Some hard facts:

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



The 3 basic questions.

- ▶ **Why** are we having a system?

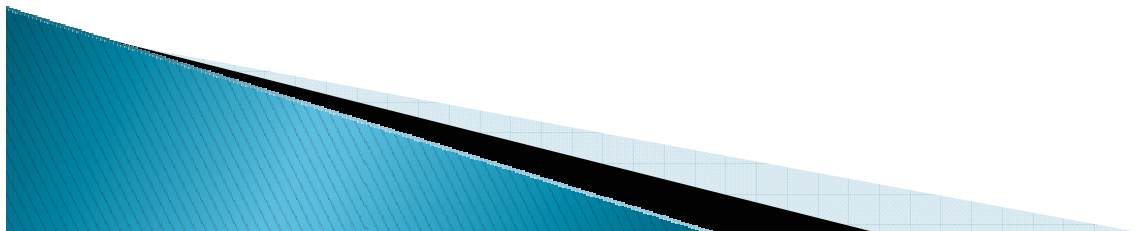
- What are the “drivers”: Planning & control, health & safety, costs & charges, downtime & fault analysis?

- ▶ **What** do we want from the system?

- In terms of **searching, planning and reporting**

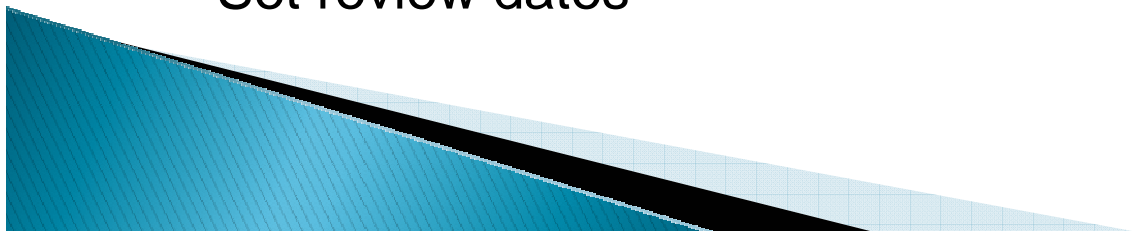
- ▶ **Who** is going to Implement & maintain it?

- 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!



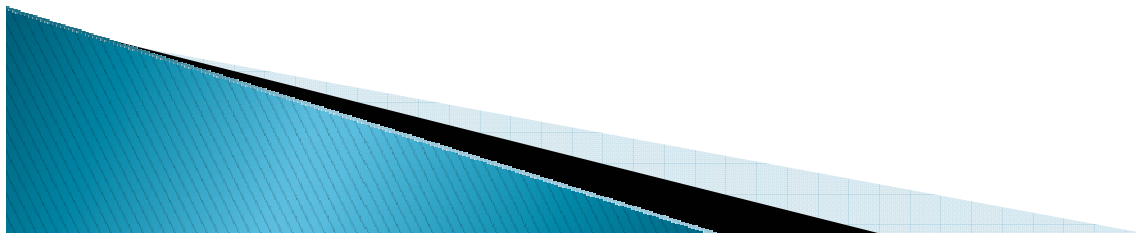
Requirements & planning:

- ▶ **Consult the stakeholders**
 - IT department, production, finance, maintenance etc
- ▶ **Create a specification/requirements document**
- ▶ **Create an implementation plan**
 - Adopt a “phased” approach
 - Set achievable & realistic timescales for each phase
 - List people’s responsibilities and actions
 - Set review dates



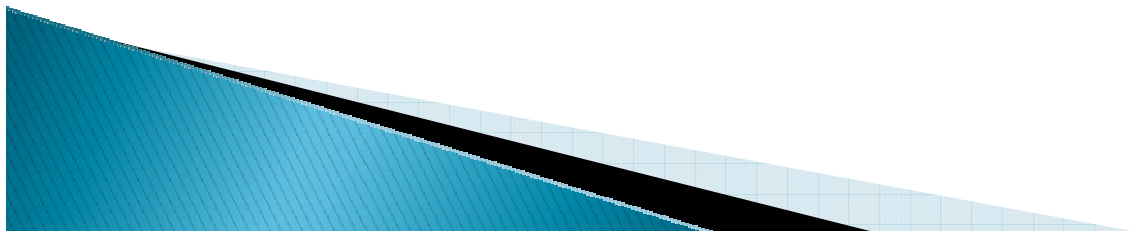
Selection process / plan:

- ▶ **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**



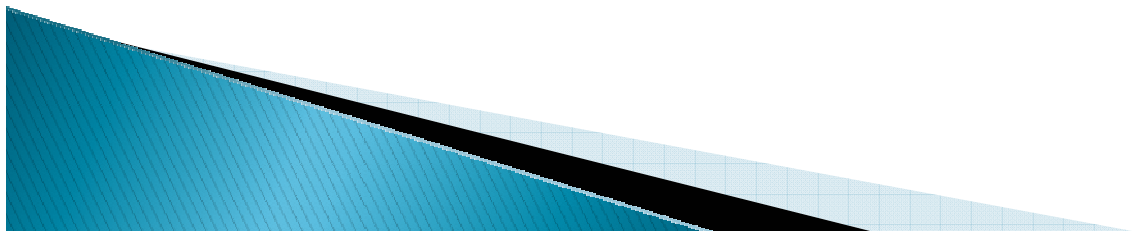
4 Tips for success:

- ▶ **Do not try and fill all the boxes (fields)**
 - Populate only fields that you require an output from or need to search/filter by!
- ▶ **Keep Assets as large possible**
 - Don't be tempted to create loads of sub assets
 - You can always add them later!
- ▶ **Keep tasks generic rather than asset specific**
- ▶ **Follow the correct order for data entry**
 - Follow the flow diagram or create your own

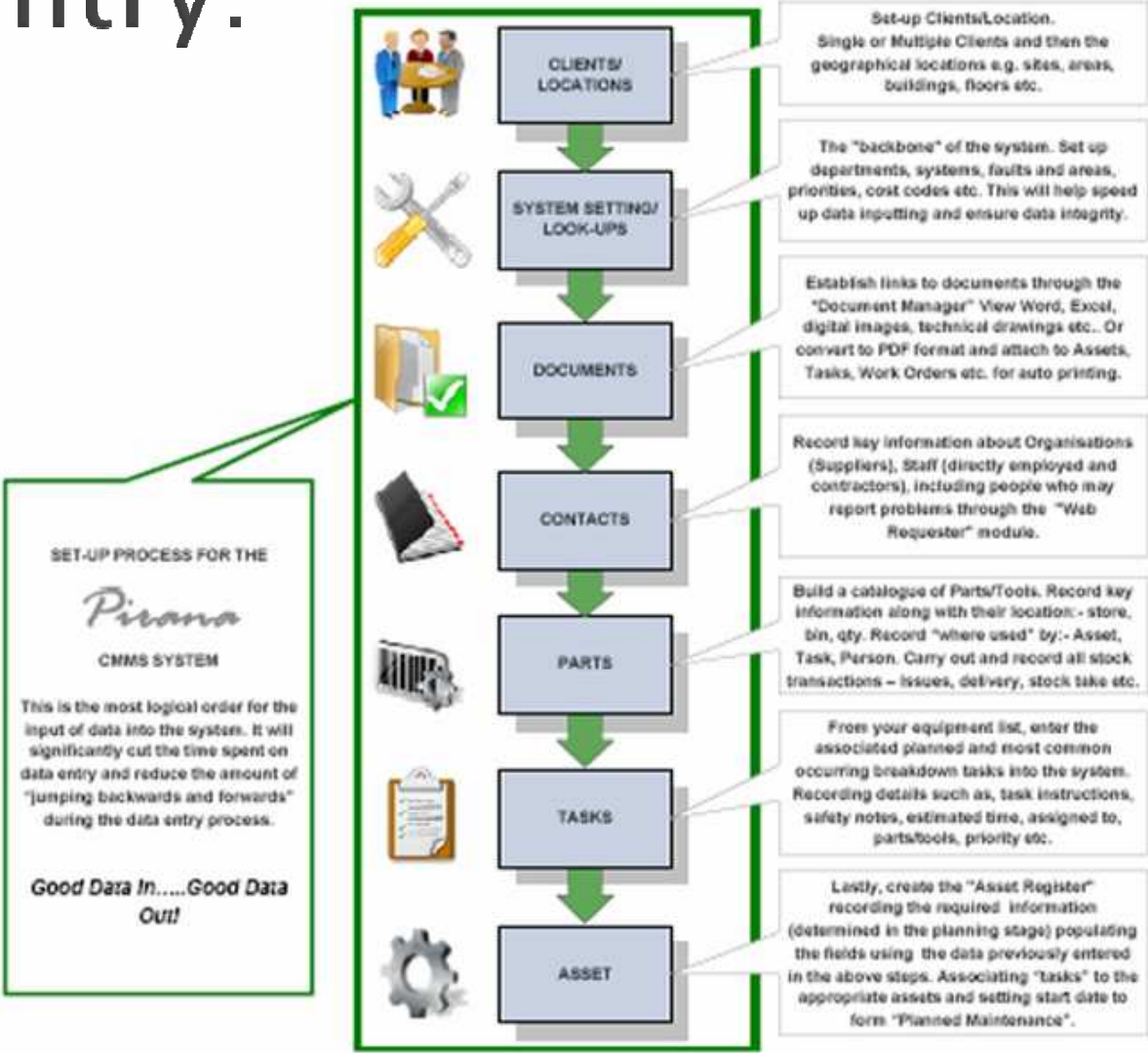


Getting started:

- ▶ **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**



Data entry:



SystemQuest

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- ▶ **Please contact me for copies of:**
 - Requirements document
 - Vendor questionnaire
 - Maintenance flow diagram
 - Or further Information on the services I provide

