



Maintenance is of utmost importance for trade and commerce, for the environment, and for general health and safety.  
 In order to pursue its goals, the EFNMS is an umbrella organization for the non-profit National Maintenance Societies in Europe. Information: [www.efnms.org](http://www.efnms.org) or your National Maintenance Society

## EFNMS Assessment Committee Workshop Programme

### Workshop Short Note

<b>Objective</b>	To enhance the possibilities to assess Maintenance performance
<b>Language</b>	English or national language on request
<b>Values and Mission</b>	The value of a common terminology in maintenance The scope and use of defined indicators To share experience in benchmarking, and to network
<b>Workshop documentation</b>	The workshop facilitators will provide figures from a model company but participants are also invited to bring own figures for the calculations
<b>Coordinator and Facilitator provider</b>	EMAC, the European Maintenance Assessment Committee

Learn to Measure and Improve Your

# Maintenance Performance

### Maintenance Societies in Europe

- |          |                  |
|----------|------------------|
| AEM      | - Spain          |
| AFIM     | - France         |
| AIMAN    | - Italy          |
| APMI     | - Portugal       |
| BEMAS    | - Belgium        |
| CSPU     | - Czech Republic |
| DDV      | - Denmark        |
| DOTS     | - Serbia         |
| DVS      | - Slovenia       |
| EVS      | - Iceland        |
| Fmpro    | - Switzerland    |
| HDO      | - Croatia        |
| HMS      | - Greece         |
| LTPIA    | - Lithuania      |
| MFA      | - Austria        |
| MIKSZ    | - Hungary        |
| NFV      | - Norway         |
| NVDO     | - Netherlands    |
| PNTTE    | - Poland         |
| Promaint | - Finland        |
| SOROMENT | - Romania        |
| SSU      | - Slovakia       |
| SvUH     | - Sweden         |
| VAIS     | - Germany        |



# The EMAC Workshop Program

The Challenge a Maintenance function faces in providing evidence of performance is well known. The possibility to show impact on availability, SHE, quality and cost results is crucial for the ability to realize the strategies and targets adopted.

For this reason, they need a platform in terms of a common language, predefined indicators or metrics in order to provide true and validated performance figures.

This challenge is being met by EFNMS (The European Federation of National Maintenance Societies) who organises the EMAC workshop program that will give the participants competence in the application of Maintenance standards to assess their performance.

The European Technical Committee 319 "Maintenance", has produced the European standards EN 13306 "Maintenance terminology", EN 15341 "Maintenance Key Performance indicators" and EN 17007 "Maintenance processes". Together they provide the support to start or improve the way you assess your maintenance performance.

At the workshop the participant will get an introduction to the standards, opportunity to calculate a number of key figures for maintenance cost, maintenance man hours and availability performance and how to apply these to the Maintenance processes.

## What will you learn?

- The terminology and definitions in maintenance
- Support business strategies with predefined goals
- To understand the indicators and get inspiration to improve the performance measured by the indicators
- To compare your current maintenance performance with that of other organisations
- How to communicate performance improvement to management and maintenance staff
- To highlight areas of best performance
- Share experience and network with peers.

## Participants

Maintenance managers  
Production Managers  
Technical Managers  
Site Managers  
Maintenance Engineers  
Persons involved in Benchmarking



*The Workshop Programme on the application of the CEN Maintenance standards to support the assessment of the Maintenance function performance.*

# 4 steps to get knowledge

## Step 1: Basic prerequisites for data collection

Scope and Structure  
Taxonomy



## Step 2: A common language

Terms defined  
Secured quality of information



## Step 3: Indicators and their links to the maintenance processes

Defined and standardised indicators  
Secured quality of data and results  
Secured base for Assessment and Benchmarking



## Step 4: Practical aspects of KPI implementation

Key Prerequisites  
The role of CMMS  
Managing Change during implementation



*These workshops are planned for a full day. This is to make sure that participants have the time to get familiar with the terms, KPIs and processes and time to discuss the content. The workshops can be adjusted to fit your needs.*