

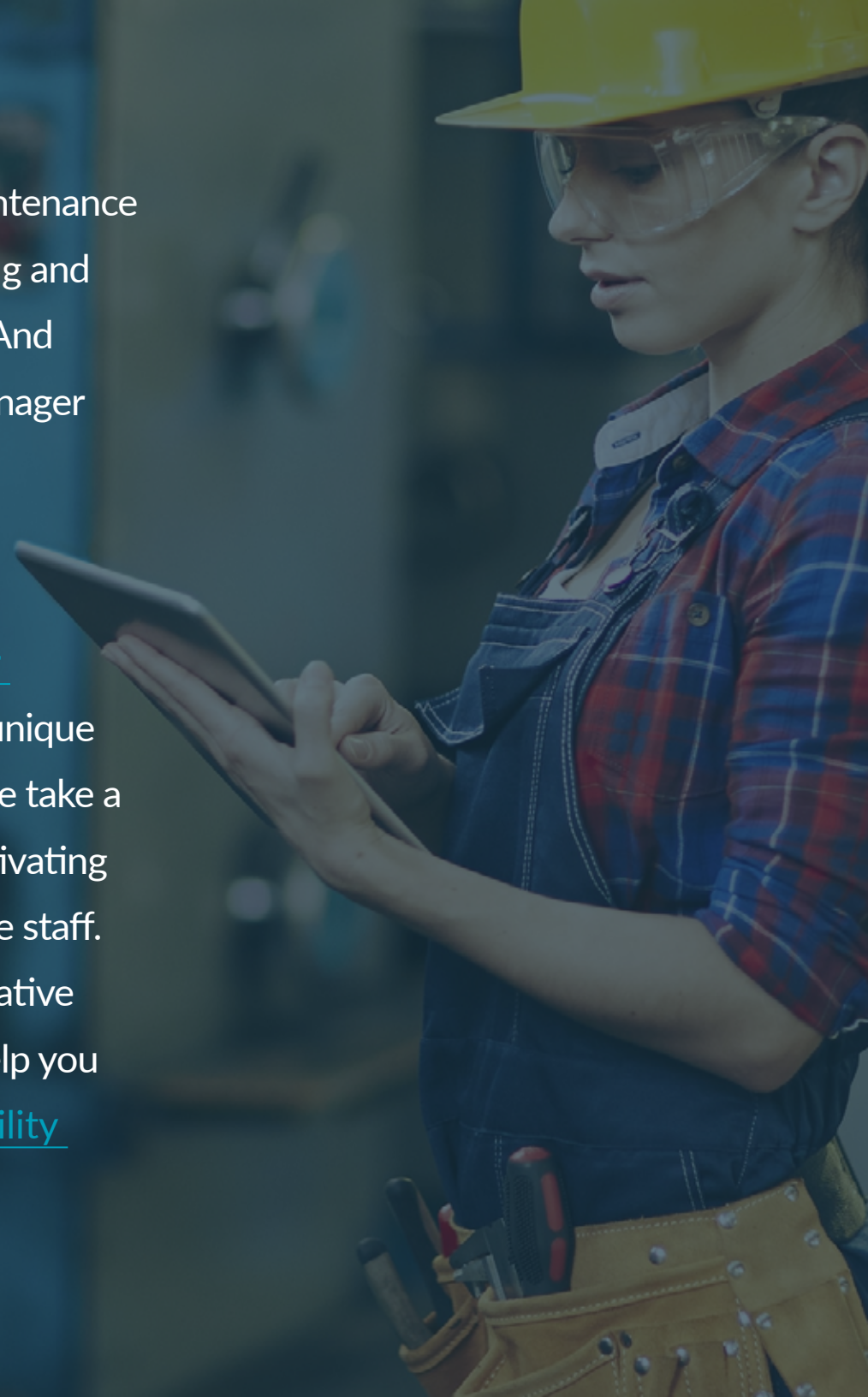


7 TIPS

FOR MANAGING YOUR MAINTENANCE TEAM

Every successful organization has an effective maintenance team working tirelessly behind the scenes, tweaking and repairing the tools and facilities we all depend on. And behind every successful maintenance team is a manager who knows how to inspire personnel.

In the comprehensive [“31 Ways to Motivate Your Maintenance Department”](#) article, we explored unique ways to make your team more productive. Here, we take a deeper dive into essential tips geared towards motivating and boosting the performance of your maintenance staff. From skill building to CMMS software and preventative maintenance adoption, these seven key tips will help you motivate your maintenance team and [get your facility running smoother than ever.](#)



1. Enhance Motivation

Many managers assume that rewarding good results and discouraging bad ones is the key to getting your team's best. However, according to author Daniel H. Pink, it's not that simple. In his bestselling book, [Drive: The Surprising Truth About What Motivates Us](#), he highlights surprising discoveries in the science of motivation. It turns out that people aren't primarily motivated by monetary rewards or even praise — they instead crave independence, a chance to improve their skills and a sense of purpose in their work. So maintenance managers who micromanage can make their team feel like cogs in a machine rather than trusted professionals.

Why settle for subpar results? Maintenance managers should give workers the chance to build new skills and direct their own actions, while holding them accountable for getting the job done and being clear about the desired outcome. This will not only motivate your team, it creates an inclusive environment.

People aren't primarily motivated by monetary rewards or even praise — they instead crave independence, a chance to improve their skills and a sense of purpose in their work.



2. Be Open to New Techniques and Technologies

As the study of psychology intersects with management and technology, best practices can always be improved when it comes to managing your team. This is especially true in industrial settings, where maintenance directly impacts a company's bottom line. If equipment repairs lead to line shutdowns, innovative approaches to emergency and preventative maintenance can save money and reduce production delays.

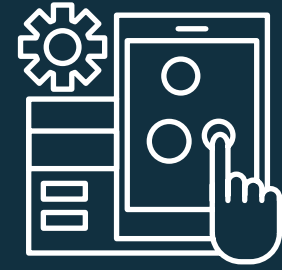
Organizations should look for ways to decrease maintenance frequency, like using a tighter calibration standard than required when adjusting machinery. In some cases, maintenance managers can work with their team to come up with practical modifications that speed up time-consuming tasks — such as installing an access point above a gearset so it can easily be checked for wear, rather than disassembling the whole machine to perform the same task.

Being as prepared as possible makes life easier for everyone involved when it comes to emergency maintenance. Anticipate and discuss common machine failures with your team and create work orders in



Maintenance managers can work with their team to come up with practical modifications that speed up time-consuming tasks.

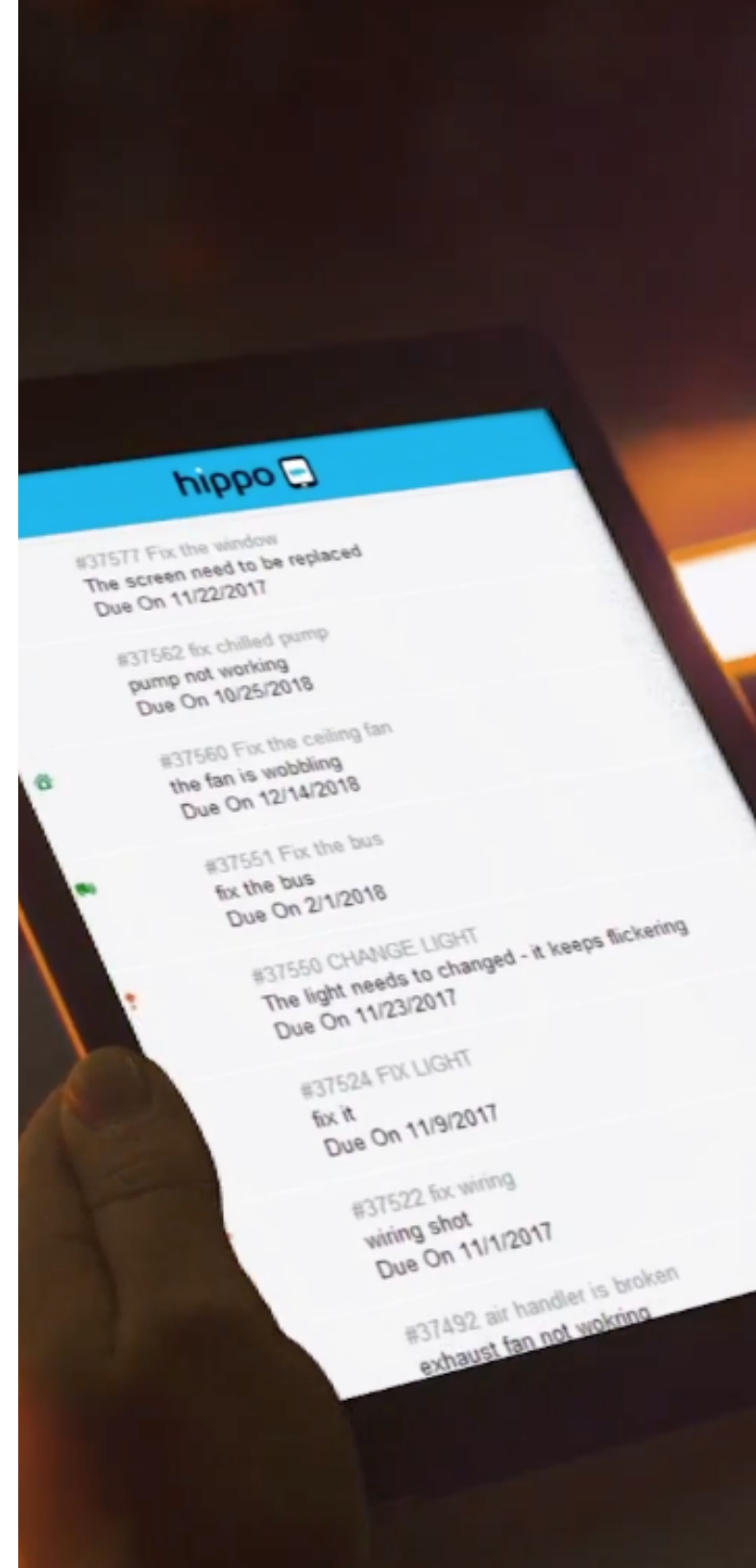
advance, making sure spare parts are available and easily accessible. As we'll discuss in the next section, many CMMS software applications make it possible for users to identify and report on both failure and repair frequency, with the ability to create standardized work order templates. If something goes wrong, cooler heads will prevail and key systems can be back online faster.



3. Invest in CMMS Software

If you're still putting pen to paper and using binders or spreadsheets instead of a [CMMS](#) (computerized maintenance management system), it's difficult to implement new maintenance techniques effectively. No matter how innovative your team's new ideas are, not using a maintenance management software system is a step backwards. Aside from the benefits a CMMS provides for preventive maintenance, consider when there's an emergency and critical equipment breaks down. Without a centralized maintenance database, you may find yourself rummaging through filing cabinets and storage bins for O&M (operation and maintenance) manuals, before sending maintenance personnel scrambling to the storage room to find parts. This analog approach not only slows response time, it takes longer to repair the equipment and get it back online.

A CMMS combined with a sound [preventative maintenance program](#) helps maintenance departments prepare for these types of emergencies. [CMMS software](#) solutions empower maintenance managers to have instant access to [work orders](#), tasks, equipment details and spare parts from any mobile or desktop device. Tasks can then be assigned to maintenance staff, who would receive alerts on their phone, tablet or computer. They can locate the equipment in need of repair on an interactive floor map, click on it and instantly retrieve a complete list of parts and where they're stored. Whether it's for emergency or preventative maintenance, tasks can be scheduled, tracked and your [parts inventory can be monitored](#).



4. Use Data to Your Advantage

As a maintenance manager, if you've been storing scores of information — such as work orders, invoices, timesheets and employee productivity records — in a filing cabinet or spreadsheet, it becomes too time consuming to access and analyze. However, there is a way you can put it to work more effectively. By taking the time to enter key information into a CMMS, you can use the records you've been keeping to improve your team.

The [reporting capabilities](#) of a CMMS make it easy to analyze any aspect of your maintenance records, such as costs, staff information, vendor pricing, repair history and more. You can also identify a problem area of a team member's performance and provide more training. And if a machine is breaking down too frequently, the CMMS software will show that trend and give you the confidence to make a replacement decision.

The reporting capabilities of a CMMS make it easy to analyze any aspect of your maintenance records, such as costs, staff information, vendor pricing, repair history and more.



5. Adopt a Preventive Maintenance Schedule

If you're constantly reacting to emergency repairs in real time, it's hard to think ahead. Whether you're scurrying around to patch walls and fix pipes in a [facility management](#) setting, or adjusting temperamental machines in a [manufacturing plant](#) — reacting to real-time emergency repairs doesn't leave much time for preventative maintenance.

This can be a hard trap to get out of, but a CMMS can help you monitor and improve planning for these events by providing instant and updated access to critical work orders and incidents. Most importantly, the software tools allow maintenance managers to plan ahead and reduce those pesky reactive repairs. This can be done by using the CMMS to schedule preventative tune-ups and inspections (which can be managed via mobile or desktop) — spreading these tasks out based on priority. This will result in a team that isn't scrambling, which will make them less stressed and more effective.

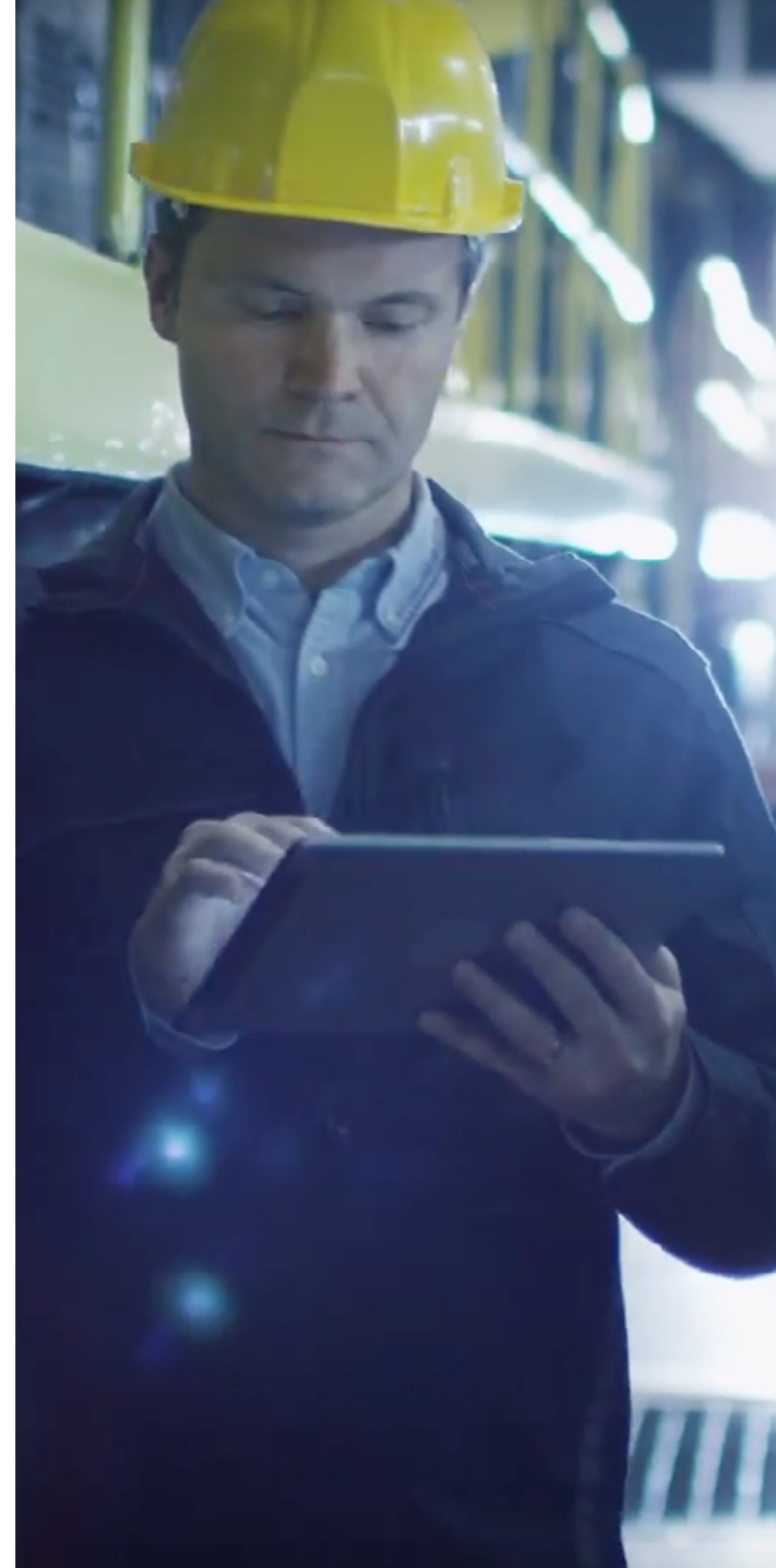


CMMS can help you monitor and improve planning for these events by providing instant and updated access to critical work orders and incidents.

6. Ensure Accountability

Holding your team accountable can often (and incorrectly) be interpreted as a direct path to punishment, which causes stress and fails to get better results. In fact, an accountable workforce does the best they can, accepting their successes and mistakes.

As author [Randy Pennington](#) recommended in HR Magazine — accept that most of your employees want to do good work and have a positive impact. CMMS software can help managers build a truly accountable team, by pulling data-driven charts and meaningful real-time reports on maintenance operations and KPIs (key performance indicators). From there, areas of improvement among staff can be identified and addressed constructively. As mentioned previously, having CMMS access to predictive and preventative maintenance tools enables your team to monitor equipment, offer input and strengthen the ability to reduce downtime, repairs and critical failures. On-demand [work order software](#) also allows them to do multiple tasks before checking back into the office, empowering your team to become more productive and efficient.



7. Don't Forget Breaks

There's nothing counterintuitive about stepping away during a stressful maintenance task, or taking a moment to recharge. In fact, breaks lead to better results and job satisfaction. They help alleviate aches and pains, clear the cobwebs and provide perspective (which can do a world of good for your personnel). Also, taking a number of shorter breaks can also be more energizing than one long break in the afternoon.

A CMMS can make it easier to divide up the day so that both you and your staff can enjoy the benefits of taking breaks. The software gives you complete control over when work is assigned, to whom and with what deadlines. Instead of handing a stack of work orders to your team, you can spread the tasks out in a way that doesn't make them feel overwhelmed. This workload clarity — along with the overall time a CMMS saves — makes it easier to set aside optimal break-times whenever they're needed.

The best maintenance managers know the difference between working harder and working smarter — it's all about experience, progressive thinking and using the right tools. When properly integrated, a CMMS provides you with more insight, which makes your team more productive while making their jobs (and yours) easier. Download our [free CMMS guide](#) to learn how our maintenance software can transform the way you're doing business.



To Find the Right CMMS For Your Business, You Have to Ask Questions

If you are still trying to keep track of your maintenance needs with a spreadsheet, it's time to look into an upgrade. The U.S. Department of Energy reports that, on average, companies reported a 20% decrease in equipment downtime once [maintenance management system software](#) was implemented. Yet, even with the potential for large cost savings, finding a CMMS that fits your business can be daunting.

At [Hippo CMMS](#), we aim to simplify the extensive research process by making information about our software accessible and transparent. Check out our [Pricing FAQ](#) and [Software & Support FAQ](#) to start your journey toward finding a CMMS that fits your business. For an even more in-depth guide, [download our free CMMS e-book](#). We also offer live demos and a [30-day free trial](#). Take the first step toward revolutionizing your maintenance department by [contacting us today](#).

 866 956 2859



www.hippocmms.com