



The Doctor Will See You Now... Assessment/Evaluation

We have all heard those words after sitting in the waiting room for what seemed like two-weeks, three-days, ten-hours, four-minutes, and twenty seven-seconds. You've been x-rayed, inspected, stuck, and tested; now it's time for the diagnosis... Based upon what we were told we either change our behavior or continue to do what we have always done. If a behavioral change is required it typically is presented with a plan or checklist to improve and get healthy again.

Perhaps it's time for the Doctor to take a look at your CMMS or EAM...

Do initial configuration or implementation issues hamper everyday performance of the system? Many assessments/evaluations identify the system had been improperly configured or implemented and these issues were considered "normal" by users. These issues left unaddressed lead to premature replacement of a system, which is a costly undertaking.

Do system users really know how to utilize the system and its capabilities? Typical go-live training of these complex systems is marginally effective and rarely is on-the-floor coaching and mentoring provided. Which will yield ineffective utilization of the system from the first day and will continue until proper training is given.

Are the site or facility maintenance management data needs met? Many times these "Maintenance Management" systems are implemented without maintenance input or involvement. This can result in a collection of data that is of little value to maintenance and is typically more cumbersome to collect so; few go through the motions to input the information. Now system utilization falls off and spreadsheets or paper copies are used to supplement the true maintenance data needs.

Is all lost or doomed? Not at all, an assessment/evaluation of the system, in your working environment is required to identify the deficiencies and developed the necessary checklist to get healthy again. You've invested the time and money into your CMMS/EAM, maybe it's time to ensure its giving you what you need.

Not sure where or how to get started? We can help, People and Processes more than a name it's a methodology for success.

People and Processes, Inc.