

XCELERATE«19

Reasons to Embrace the Basics of Your CMMS

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Accelix™



**Just Because it is
Customizable,
Doesn't Mean We Should**

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Brandon McKimmey

Qurate Retail Group, Fleet Engineer

- Working with QVC since 2010 and the Qurate Retail Group (QVC, HSN & Zulily) since spring 2018. Currently the Fleet Engineer with ownership over all procurement, inventory, contract negotiations, network alignment/best practices and CMMS matters as they relate to the fleet. Current scope encompasses 14 fulfillment centers in the U.S with over 16 million total square feet and over 2600 assets. Developed the first In-House Fleet Maintenance program in company history in 2013. Fleet in-service rates have not dropped below 98.5% since 2014.
- Brandon retired from the U.S. Airforce/ANG in 2012 as a Heavy Equipment Technician Technical Sergeant after 10 years active duty and 10 years in the Air National Guard. As a member of a channel mission support team, Brandon visited countries such as Somalia, Rwanda, Egypt, Crete, Lithuania, Italy, Turkey, England, Germany, Korea, Hungary and Bosnia just to name a few.
- Besides extensive education in Special Purpose Vehicle & Equipment Maintenance and Management as well as Business Management, Brandon's accomplishments include:
 - USAF Military Excellence Award (1996)
 - USAF Outstanding Achievement Award (1998, 2004)
 - USAF Commendation Medal (2000)
 - USAF Meritorious Service Medal (2000, 2006, 2010)
 - Distribution Above and Beyond Shining Star Award (2010, 2012)

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BALLARD DESIGNS | FRONTGATE

Garnet Hill | grandinroad. | Ryllace

Agenda/Goals

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Overcome Reality to Get The Best From Your CMMS



Understand the Basic CMMS Needs



Click Less and Improve Productivity



eMaint Feature Summary

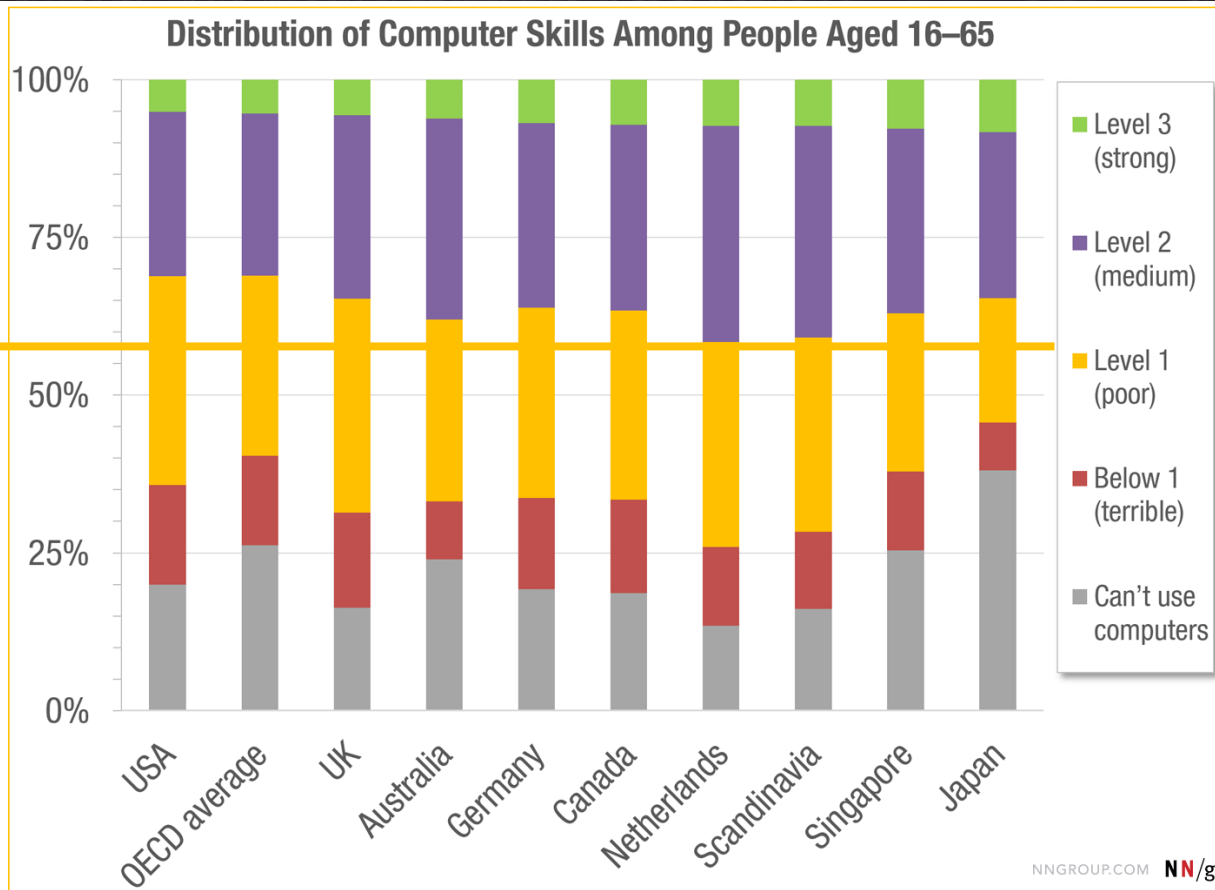
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- Approval process control
- Asset lifecycle management
- Asset maintenance history tracking
- Asset management
- Asset reservation
- Asset visualization
- Assignment management
- Attach SOPs, instructions, LOTO & other Safety Docs
- Attached pictures, documents, links & other multimedia
- Automated email notifications
- Automated ranking index maintenance expenditure (RIME)
- Automatic notifications
- Barcode scanning
- Calendar management
- Cataloging
- Categorization
- Charting
- Compliance management
- Condition monitoring
- Custom workflow
- Dashboards
- Data visualization
- Digital signature
- Document & image storage
- Document editor

- eMaint University / Training
- Enterprise asset management
- Fixed asset management
- Fluke Connect integration
- Gantt charts
- Graphical data presentation
- Hierarchical asset structure
- History tracking
- Inspection management
- Inventory management
- Inventory tracking
- Job tracking
- Labor & material cost tracking
- Maintenance scheduling
- Master accounts
- Mobile work management
- Monitoring
- Multi-location
- Offline access
- PO receipt log
- Performance reports
- Permission management
- Planned maintenance task generation
- Prioritizing

- Productivity & material usage tracking
- Progress tracking
- Project management
- Project tracking
- Purchase order management
- QR codes
- Quick-view lists
- Real time data
- Real time monitoring
- Graphical data presentation
- Receiving
- Reservation history tracking
- Retrieval
- Spare parts management
- Subscription services
- Supplier management
- Task management
- Task planning
- Task scheduling
- Work history
- Work order management
- Work order permitting
- Work requests
- eProcurement Punch-Out catalog

eMaint can be configured for businesses of any size, from small organizations to Fortune 500 corporations, and is flexible enough to serve a variety of industries, including manufacturing, facilities management, fleet, energy, healthcare and universities.



57%

The generally acknowledged failure rate for a computerized maintenance management system implementation easily exceeds 50%. Some estimate it to be as high as 80%. Moreover, the number of companies claiming to use all functions and capabilities of their CMMS was recently reported to be a paltry 6%.

Jane Alexander, Efficient Plant Magazine

K.I.S.S. METHOD

Keep It Simple, Silly
Keep It Short and Simple
Keep It simple and Straightforward
Keep It Sweet and Simple
Keep It Super Simple
Keep It Small and Simple
Keep It Simple, Stupid
Keep It Stupid Simple

The KISS principle states that most systems work best if they are kept simple rather than made complicated; therefore, simplicity should be a key goal in design, and unnecessary complexity should be avoided. KISS is an acronym noted by the U.S. Navy in 1960.

Basic CMMS Needs

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- Training
- Asset Management
- Work Order Management
- Preventive Maintenance
- Inventory Management
- Reporting





- **It is important to consider the technology capabilities of the team that will be using the CMMS.**
- **The entire team should be trained on the CMMS best practices and functionality.**
- **The implementation team should also consider what type of step-by-step guides they should provide at workstations for easing initial and ongoing use of the new system.**
- **eMaint offers the following instruction for initial implementation and ongoing training:**
 - Custom Training
 - Boot Camp Training
 - eMaint University
 - Web-Workshops
 - Customer Success Portal
 - Experience Center

Asset Management can help an organization improve its bottom line through an improvement in asset availability, extended asset lifetime, increased labor productivity, and a reduction in maintenance related costs

- **Assets** – Almost anything that keeps your facility functioning. Facility-related assets that include HVAC, desks, lights, signs, appliances, and even floors. Information management assets like printers, copiers, computers, mobile devices, and IT equipment. Additionally, there is MHE equipment, which includes safety equipment, vehicles, conveyors, motors, etc
- **Asset Screen** – The asset main page can be configured to your liking, and field layouts can be specified according to your needs. With that said, it is encouraged to keep it as simple as possible and utilize the nameplate related table for any boilerplate/nameplate data that you might have.
- **Standards Naming Conventions** – This should be standard for all asset ID's, asset types, and asset descriptions when possible. This helps with reporting, filtering and general navigation.

Asset Management

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Asset ID	Year	Manufacturer	Model No.	Serial Number	Site ▲	Department	Asset Description	Asset Type	Picture	Last R-Hours Reading	Status
<input type="text"/>	<input type="text"/>	CROWN	<input type="text"/>	<input type="text"/>	FLT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00	<input type="text"/>
SP-510	2016	Crown	SP3500	1A458983	ONTARIO-FLT	INBOUND	STOCKPICKER	ELECTRIC FORKLIFT		342.70	ACTIVE
TR-501	2016	Crown	TR4500	10010578	ONTARIO-FLT	INBOUND	TUGGER	ELECTRIC FORKLIFT		161.20	ACTIVE
TSP-501	2016	Crown	TSP6500	1A458611	ONTARIO-FLT	INBOUND	TURRET STOCK PICKER	ELECTRIC FORKLIFT		661.40	ACTIVE
TSP-502	2016	Crown	TSP6500	1A458612	ONTARIO-FLT	INBOUND	TURRET STOCK PICKER	ELECTRIC FORKLIFT		728.90	ACTIVE

Common Asset Numbering Across all Company Location

Standardized Asset Type and Descriptions

Asset Management

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Nameplate Attributes > _5LP0ULN00

Copy/Add Edit Delete Actions Options

Cuid: _5LP0ULN00
 Compid: TSP-611

MAINTENANCE SPECIFIC INFORMATION

Room Capacity:	N/A	Circuit:	N/A
Local Disconnect:	N/A	Voltage:	N/A
Panel Location:	N/A	Drive Type?:	OTHER
Data / IP Address:	N/A	Gear Ratio:	N/A

FLEET SPECIFIC INFORMATION

Wire or Rail Guided:	WIRE	Infotank Installed?:	true
Maximum Lifting Height:	435	Rental:	false
Overall Extended Height:	477	Added Blue Pedestrian Lights?:	false
Lowered Height:	239	Added Strobe Lights?:	true
Overall Truck Length:	116	Auto Fencing?:	false
Overall Width:	62	Auto Positioning?:	false
Overhead Guard Height:	TBD	End of Aisle Control:	true
Total Truck Weight:	18700	Battery Health Monitor:	false
Fork Length:	48	Collision Avoidance?:	true
Lifting Capacity:	3300	Original, Encore or Rebuilt?:	ORIGINAL
Load Backrest Height:	N/A	Encore or Rebuild Year:	N/A
Load Handler Length:	27	Battery Box Size:	44.5 x 33.75 x 31.25
Telescoping Forks?:	false	Truck Voltage:	48
Telescoping Fork Stroke (If Applicable):	5		

Work Orders allow you to assign employees and procedures to work requests, upload images relevant to an order, and track response time, cost of parts and materials, and job completion time.

- **Codification** – Use industry standard equipment and maintenance codes to track performance and trends with an eye for preventive maintenance. Recommend 10 to 15 industry-standard codes that can be augmented and customized as the system is further utilized.
- **Data** – While the machine center architecture is essential to getting started, component level information can be added later as the system is utilized. Collect equipment boilerplate or nameplate info but don't stress over every detail attribute. They aren't critical for the initial phase and can be added later.
- **Time Management** – Will the data coming out of the system be accurate and useful? Ensure maintenance records are treated as seriously as payroll and other accounting records! Keep fake data out of the system!

Preventive maintenance is designed to keep equipment running and operations productive. By staying on top of maintenance tasks, maintenance professionals can prevent unplanned downtime that in turn saves a company time and money.

- Gather information on equipment | ensure assets are in the CMMS
- Develop a baseline on equipment usage (meantime-between-failure)
- Develop an efficient preventative maintenance schedule
- Establish PM preventative maintenance checklists | tasks
- Select TRAINED technicians to complete PM's
- Have supplies and parts on hand

Inventory management allows companies to track and manage their inventories all over the world. It lets you catalog all available parts and components and quickly locate them when the need arises. It helps you purchase and receive parts from suppliers, and also link parts to assets as well as preventive maintenance activities.

- Ensure recommended stock levels, order points, order quantities and cost are added to all Inventory
- Ensure you parts coordinator is adequately trained and given the time needed to properly manage
- Ensure the vendor/supplier is added to all Inventory
- Ensure consistent descriptions of inventory. Use Manufacturers information and industry standards when possible

Reports offer you actionable insights into the condition of your assets. They also show relevant data on work order progress, completion rates, employee productivity, parts availability, and material usage.

- eMaint CMMS offers 95+ prebuilt reports.
- Graphs and charts can also be added to dashboards to quickly and easily spot trends.
- Reports can be kept private or marked as read-only.
- Reports can be auto-generated and then emailed on a schedule
- Reports can be generated out of your list view in each of your tables.
- Define your maintenance key performance indicators (KPIs) and build reports accordingly

Available Columns	Selected Columns
<input type="text" value="type to search"/> <input type="button" value="Inventory"/>	<input type="text" value="type to search"/>
<input type="checkbox"/> Add Date [ARINVT01.ADDDATE] +	<input checked="" type="checkbox"/> [Key] Item Number [ARINVT01.ITEM] -
<input type="checkbox"/> Add Time [ARINVT01.ADDTIME] +	<input checked="" type="checkbox"/> Last Received Cost Per Part [ARINVT01.COST] -
<input type="checkbox"/> Add User [ARINVT01.ADDUSER] +	<input checked="" type="checkbox"/> Default Supplier Part No. [ARINVT01.VPARTNO] -
<input type="checkbox"/> Alternate Part Number (DONT USE) [ARINVT01.ALTPART] +	<input checked="" type="checkbox"/> Default Manuf Specific Part No. [ARINVT01.MFRPARTNO] -
<input type="checkbox"/> Class [ARINVT01.CLASS] +	<input checked="" type="checkbox"/> Description of Part [ARINVT01.DESCRIP] -
<input type="checkbox"/> Comments [ARINVT01.COMMENT] +	<input checked="" type="checkbox"/> Default Storeroom [ARINVT01.STOREROOM] -
<input type="checkbox"/> Common Part Number (DONT USE) [ARINVT01.QVCITEM] +	<input checked="" type="checkbox"/> Default Bin Location [ARINVT01.LOCATION] -
<input type="checkbox"/> Critical Need? [ARINVT01.CRITICAL] +	<input checked="" type="checkbox"/> On Hand (All Storerooms) [ARINVT01.ONHAND] -
<input type="checkbox"/> Dataset (eMaint use) [ARINVT01.DATASET] +	<input checked="" type="checkbox"/> Consignment? [ARINVT01.CONSIGN] -
<input type="checkbox"/> Default Part Manufacturer [ARINVT01.MFR] +	<input checked="" type="checkbox"/> Default Storeroom Stock Item? [ARINVT01.STOCK] -

Hide Unused Table Fields

Benefits

- Ability to not have to sift through countless unused fields when creating list views or building reports.

User Roles

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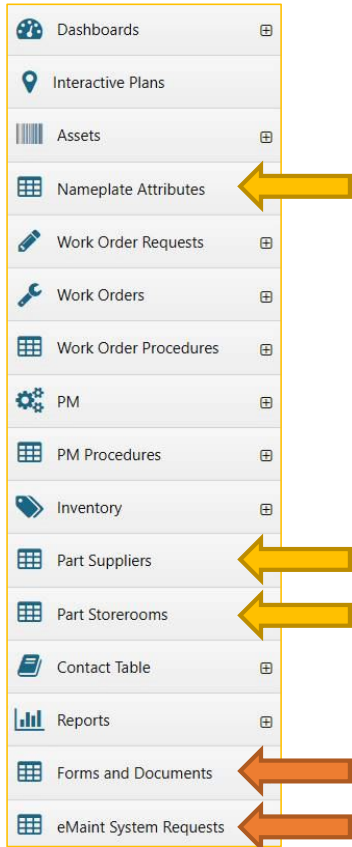
User Roles					
FILTER APPLIED : ALL USER ROLES					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Id	Title	Description
>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="_4K70HYN6A"/>	MASTER ACCOUNT ADMINISTRATION	MASTER ACCOUNT ADMINISTRATOR OVER ENTIRE LOCATION
>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="_4K70HZDCZ"/>	TECHNICAINS (MOBILE)	MAINTENANCE, FLEET & CREW TECHNICIANS (MOBILE USE)
>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="_4K70I3XFH"/>	INVENTORY SPECIALIST (DESKTOP)	INVENTORY SPECIALIST THAT USE THE DESKTOP PC FOR ORDERING PARTS AND SUPPLIES
>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="_4LA0T1QFS"/>	MAINTENANCE, FLEET & CREWS MANAGEMENT	MAINTENANCE, FLEET & CREWS MANAGEMENT AT EACH LOCATION
>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="_4OS15A60F"/>	LEAD TECHNICIANS (DESKTOP)	MAINTENANCE, FLEET & CREWS LEAD TECHNICIANS AT EACH LOCATION

Keep User Roles Simple

- Only provide users what they need to see and use. Keep the system simple and easy to navigate.

System Tabs

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- Add System Tab shortcuts to heavily used related tables
- Hide System Tabs that are not being used
- If you have ideas for a table that is not part of your package, do not hesitate to ask your eMaint representative about it. There is a good chance that it exists in other accounts

System Requests

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eMaint System Requests

FILTER APPLIED : ALL EMAINT SYSTEM REQUESTS

	<input type="checkbox"/>	☆	Request ID	Add Date	Add Time	Add User	Status	Approved on Date	Approved by User
	<input type="checkbox"/>	☆	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
>	<input type="checkbox"/>	☆	000000003	September 12, 2019	11:24:25	QVCFOR	Approved	September 12, 2019	QVCFOR
>	<input type="checkbox"/>	☆	000000004	October 9, 2019	10:30:46	Q00922776	Approved	October 24, 2019	QVCFOR
>	<input type="checkbox"/>	☆	000000005	October 23, 2019	10:45:20	Q00922776	Approved	October 24, 2019	QVCFOR

eMaint System Requests > 000000003

Add Edit Delete << enter ID Q >> Actions Options Go To List

Request ID: 000000003

Add Date: September 12, 2019

Add Time: 11:24:25

Add User: QVCFOR

Status: Approved

Description of Issue: Test of Request System

Approved on Date: September 12, 2019

Approved by User: QVCFOR

Approved Comments: Completed

3 Takeaways from this session

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- 1 Although a CMMS may offer countless features, do not feel that you must use them all right from the start.
- 2 Always keep the users of the system and data in mind while building the platform that is needed for the organization.
- 3 Simplify your organizations maintenance data collection to improve processes and help justify decisions

A worker wearing an orange hard hat, safety glasses, and a yellow safety vest is working on a large, complex industrial machine. The machine has a large, curved, metallic component that the worker is touching. The background is dark and industrial.

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Q&A

Questions? Feel free to ask.

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