

The World's Got Talent – So Do Maintenance and Asset Managers!

Cliff Williams

Total Maintenance Solutions

- Some people think they have talent

- Some people have talent but it's not really any use

- While sometimes we find *talent* where we least expect it

Help Wanted

MAINTENANCE/ASSET MANAGER

~~Must Have Skills~~

Nice To Have Skills

- Equipment knowledge
- Project Management
- Maintenance technology
- PM, PdM, CBM, RBM, RCM, TPM,
- CMMS
- Planning and Scheduling

Must Have Skills

- Amateur Psychology
- Conflict resolution
- Mind reader
- Prioritization
- Motivation and Inspiration
- Communication Specialist
- Creativity
- Interpreter
- Bi-lingual
- Philosopher
- Salesperson
- Visionary
- Cautious

Amateur Psychology

psychology

Noun

- 1. The emotional and behavioral characteristics of an individual, group, or activity:*
- 2. Subtle tactical action or argument used to manipulate or influence another:*

Conflict Resolution

Day shift versus Night shift

Mechanical versus E & I

Us versus Them

Them versus Them

Mind Reader

“Sorry but we’re not shutting down today”

“Well, it’s being doing it for months”

The secret in reducing the need for this skill is to show those involved the impact of their actions

Prioritization

“I need it done now!”

“I don’t care about your weekly plan!”

Daddy

When are you coming home

Motivation and Inspiration

“But we’ve always done it that way”

“ I don’t understand the new fangled technology”

“It’s OK for you!- you don’t have to do it”

Randy Pausch – The Last Lecture – youtube and book by same name <http://www.cmu.edu/randyslecture/>

Communication Specialist

Good to talk – better to listen

Remember 3 Is of communication

Involve

Interest

In it for me

Leave 'em laughing

Make sure you're speaking the same language!

Creativity

- You know what needs to be done – just can't convince others.
- Can't seem to get them on board
- You've asked but it doesn't seem to stick
- People seem to take advantage
- **BE CREATIVE!!!**

Interpreter

“The ROI is dependent on your OEE and will be influenced by your MTBF and MTTR as a result of your PM, PdM and RCM programs and any FMCEA carried out”

Bi-Lingual

Must be able to speak accounting and one other language.

Accounting is the language that transcends departmental boundaries.

Bi-Lingual

- “If we increase our PdM and lessen our PM our MTBF will lengthen and with some training and early intervention our MTTR will be reduced”

Bi-Lingual

- Translates into “we’ll make more money” or even better

Bi-Lingual

- “If we invest \$5,000 on vibration analysis / year we will increase uptime by 2 % and realise an increase in revenue of \$25,000”
- Also drive it to the shop floor – things like total work order costing will help

Philosopher

Philosophy

Noun

1. *Love and pursuit of wisdom by intellectual means and moral self-discipline*
2. *The critical study of the basic principles and concepts of a particular branch of knowledge, esp. with a view to improving or reconstituting them*
3. *A system of values by which one lives*

Salesman

- Sell up
- Sell down
- Sell across

Visionary

You can't talk yourself out of a situation you behave yourself into

Cautious

Careful to avoid potential problems or dangers

Thank You

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