

Workshop Short Note

Main objectives	To increase the understanding for benchmarking and maintenance indicators To disseminate knowledge To calculate the indicators for the participants in case they bring their own data
Working language	English or national language on request
Main contents	To obtain a better understanding of the terminology and definitions in maintenance To understand the indicators and how to improve the performance behind the indicators To share experience in benchmarking, and to network with others
Workshop documentation	Every participant is invited to bring their own data for the calculation of the company indicators at the workshop. The workshop facilitators will also provide the participants with data from a model company before the workshop.
Co-ordinator	European Maintenance Assessment Committee
EN 15341	The standard EN 15341 "Maintenance Key Performance Indicators" or the "Global Maintenance and Reliability Indicators" can be included in the workshop on request.
Information	www.efnms.org or your local maintenance society
Workshop facilitators	Experts from the National Maintenance Society and the European Maintenance Assessment Committee
Workshop sequence	It is advisable to participate in the workshops starting with Workshop 1 and concluding with Workshop 3

European Federation of National Maintenance Societies (EFNMS vzw)

The European Federation of National Maintenance Societies, EFNMS vzw is an official non profit organisation under Belgian Law and is the umbrella organisation for the National Maintenance Societies in Europe.

The mission is to coordinate and represent the National Societies supporting a knowledge network and providing means to improve the know-how and direction of Maintenance in the European Union. With the aim, by means of Maintenance, to raise the effectiveness and competitiveness of Industry and Infrastructure of Europe thereby providing social, environmental and economical sustainability.

For more information see: www.efnms.org or contact your local Maintenance Society.

EFNMS Assessment Committee Workshop Programme

EFNMS Benchmarking Workshop Workshop 2: Standardized KPIs – A solid foundation for Maintenance Benchmarking

Learn to Measure and Improve Your Maintenance Performance

Maintenance Societies In Europe

 BEMAS BELGIAN MAINTENANCE ASSOCIATION Belgian Maintenance Association www.bemas.org	 CSPU Česká Společnost Pro Údržbu Czech Maintenance Society www.wdzb-esp.cz	 HDO Hrvatsko Društvo Održavatelja Croatian Maintenance Society www.hdo.hr	 mfa Maintenance and Facility Management Society of Austria www.mf-austria.at	 Slovenská spoločnosť údržby Slovak Maintenance Society www.udzba.sk
 ASMP Asociación Española De Mantenimiento Spanish Maintenance Society www.aem.es	 DDU Den Danske Vedligeholdels Danish Maintenance Society www.ddv.org	 HMS Helvetic Maintenance Society www.hms-greu	 MFS Maintenance and Facility Management Society of Switzerland www.mfs.ch	 utek Förningen Underhållsteknik Swedish Maintenance Society www.utek.se
 afi Association Française des Ingénieurs et responsables de Maintenance French Maintenance Society www.afimasso.fr	 Dots Društvo održavatelja tehničkih sistema Technical System maintenance society Serbia and Montenegro www.dots.org.yu	 IAM The Institute of Asset Management United Kingdom www.iam-uk.org	 NP Norsk Forening for Produksjon og Vedlikehold Norwegian Society of Maintenance Engineer	 LTPIA Lietuvos Technines Priežiūros Inžinerijos Asociacija – LTPIA Lithuanian Technical Maintenance Engineering Association www.ltpia.lt
 AIMAN Associazione Italiana di Manutenzione Italian Maintenance Society www.aiman.com	 DVS Društvo Vdrževalcev Slovenije Slovenian Maintenance Society www.drustvo-dvsi	 NVD Nederlandse Vereniging Voor Doelmatig Onderhoud Dutch Maintenance Society www.nvd.nl	 EFNMS Contact Address EFNMS vzw – Chairman Bd. A. Reyerslaans 80 B-10 30 Brussels Belgium Telephone: +32 2 706 87 15 chairman@efnms.org www.efnms.org	 promaint Promaint ry Finnish Maintenance Society Promaint www.promaint.net
 AEMI Associação Portuguesa De Manutenção Industrial Portuguese Maintenance Society www.apmpt	 WVIS Wirtschaftsverband für Industrieservice German Society Industrial Services www.wvis.eu			





EFNMS Benchmarking Workshop



On the application of the standard EN 15341 "Maintenance Key Performance Indicators" to measure maintenance and availability performance.

When a company wants to compare maintenance and availability performance internally or externally, they need a common platform in terms of predefined indicators or metrics so that they can compare apples to apples.

This challenge is being met by EFNMS (The European Federation of National Maintenance Societies) who organises the Benchmarking workshop that will give the participants competence in the application of benchmarking based on the indicators from the standard EN 15341.

The European Technical Committee 319 "Maintenance" Working Group 6, has produced the European standard EN 15341 "Maintenance Key Performance Indicators" which was adopted in the spring 2007.

EFNMS invites maintenance managers to join the EFNMS benchmarking workshop based on EN 15341.

The EFNMS Benchmarking Workshop will provide training and practice in the calculation and understanding of the indicators for measuring maintenance performance.

At the workshop the participant will get the opportunity to calculate a number of key figures for maintenance cost, maintenance man hours and availability performance.

- To increase the understanding for benchmarking and maintenance indicators
- To disseminate knowledge
- To calculate the indicators for the participants.

Objectives

Every participant is invited to bring their own data for the calculation of the company indicators at the workshop. If data is unavailable the participants are welcome to bring their data as "best estimate".

The benefits for the participants at the workshop are:

- To obtain a better understanding of the terminology and definitions in maintenance
- To support business strategies with predefined goals
- To understand the indicators and how to improve the performance behind the indicators
- To compare their current maintenance performance with that of other organisations
- To communicate maintenance performance improvement to management and maintenance staff
- To highlight areas of best performance
- To share experience in benchmarking, and to network with peers.

Participants

The job positions who should attend are:

- Maintenance managers
- Operations managers
- Facility managers
- Production managers
- Technical managers
- Site managers
- Maintenance superintendents
- Maintenance Engineers
- General managers or any other personnel who are involved with benchmarking, or have taken the first steps into the benchmarking processes.

The benchmarking workshop language is in English for international workshops. For National benchmarking workshops the language will be in the National language e.g. Greek, Swedish, German, Italian, Slovak, Czech and Danish.

EFNMS Assessment Committee Workshop Programme

The EFNMS Assessment Committee Workshop Programme offers you:

- **Workshop 1:** A common language – understanding the Terminology of Maintenance
- **Workshop 2:** Standardized KPIs – solid foundation for Maintenance Benchmarking
- **Workshop 3:** KPIs for the Maintenance work order workflow



EFNMS Benchmarking Workshop

The EFNMS Benchmarking Workshop is the second step (Workshop 2) in the EFNMS Assessment Committee Workshop Programme.

The EFNMS Benchmarking Workshop will support you in the understanding, use and sharing of Maintenance Key Performance Indicators.



Workshop Content

- Presentation of the standards used
- Model company case
- Calculation and evaluation of:
 - Economical Key Performance Indicators
 - Technical Key Performance Indicators
 - Organisational Key Performance Indicators
- Collection of participants results
- Best Practices – comparison of results
- Evaluation of the Benchmarking Workshop



This workshop is planned to be a full day event. This is to make sure that participants have the time to get familiar with the KPIs and discuss the content.

The workshop can be adjusted to fit your needs.

