

## Mini Maintenance Training Assessment

This is a high level assessment only. It highlights critical issues that are commonly encountered in the maintenance community. Questions have been selected because they target key problem areas . They address not only single issues, but encompass several . The intent of this mini assessment is to help the individual or organization to reflect and to make necessary steps towards improvement.

**Please Note:** Due to the complicated nature of many issues that are specific to maintenance operations, this mini assessment would not provide enough detail to resolve those issues and should not be used as a guideline for doing so.

For appropriate troubleshooting, a comprehensive assessment would be required to provide suitable direction.

### How it works:

1. Answer all the questions by circling the appropriate score corresponding to your organization description.  
For example, 3 points for an action never carried out.
2. Sum each column for a subtotal, then sum all subtotals to get the score.
3. Compare the score with the "Possible Score" table.
4. To the right side of the "Possible Score" table, observe the suggestion.

		Dysfunctional		Poor		Very Good		Excellent	
1	Is a budget allotment available for training? Are there individual allocations?	No	3	Yes. 10% or less for maintenance	4	Yes. For key individuals only.	7.5	Yes. For all maintenance.	8.3
2	Do maintenance personnel periodically receive technical training to acquire knowledge and experience of equipment technology ?	No	3	Some	4	Most	7.5	Yes	8.3
3	Do maintenance personnel periodically receive training in order to maintain and complement maintenance operation performance and skills ?	No	3	Some	4	Most	7.5	Yes	8.3
4	On an annual basis, how many repeated jobs are encountered due to people performance ?	Over 10	3	Over 5	4	2	7.5	0	8.3
5	Are maintenance personnel in compliance with the operation process and standards?	No	3	Sometimes	4	Most of the time	7.5	Yes	8.3
6	Do you have a successor and apprenticeship program ?	No	3	Yes, not very well used	4	Yes, informal	7.5	Yes, formal	8.3
7	What is the equality level among skills in your maintenance organization ?	Big gap.	3	Average	4	Small gap	7.5	Competitive	8.3
8	Are maintenance personnel disconnected from management ?	Yes	3	Moderately	4	Slightly	7.5	Team	8.3
9	Percentage-wise, how many man-hours of overtime are logged annually ?	Over 15%	3	15%	4	5%	7.5	2%	8.3
10	How big is the work order backlog ?	Over two years	3	Two months	4	One month	7.5	Two weeks	8.3
11	Do maintenance personnel understand their functional roles and responsibility towards other departments ?	Do not care.	3	Convenience	4	What is pertinent.	7.5	Yes	8.3
12	Annually, what are your accumulated hours of downtime?	Over 100 hrs	3	Over 80 hrs	4	Less than 30	7.5	Less than 24	8.3
		36%		48%		90%		100%	

**Your Score:**

**Possible Score:**

**Suggestion:**

Score all "Excellent": You have reached and/or are maintaining "Maintenance of Excellence".	Manageable internally.
Score between 90 to 99: Minor adjustments are needed for maintenance improvement.	Manageable internally.
Score between 80 to 89: Immediate attention is required to prevent degradation.	May require a maintenance expert.
Score between 70 to 79: Some issues need to be looked at as soon as possible, before they get out of control.	Will require a maintenance expert.
Score between 60 to 69: Major issues need to be addressed and an objective plan needs to be developed.	Will require a maintenance expert.
Score between 48 to 59: All issues need to be reviewed and a long-term plan needs to be developed.	Will require a maintenance expert.
Score between 36 to 47: Out of control. Management and personnel are disconnected.	Will require a maintenance expert.

**Degree of Assistance Definition (Suggestion):**

Manageable internally: The amount of work required can be easily done internally by maintenance personnel.

May require a maintenance expert: If the maintenance team is organized, they can rectify the unsatisfactory condition quickly.

If maintenance personnel is restricted and unorganized, it is suggested to quickly ask for assistance.

Will require a maintenance expert: The degree of expertise is vital for successful maintenance improvement implementation. People process and physical assets issues are often misunderstood and, because of their nature, complex to resolve. Maintenance teams, in general, do not have the committed resources and quality time to properly address these issues and implement sound resolutions. An assisting facilitator would be able to provide experience, direction, support, and unbiased insight.

For any questions you may have about your results from this mini assessment, contact DENCO Planning Services Inc.

For information about our training and/or services, please feel free to contact us:

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