

Help Benchmark CMMS Software

By Ruth Olszewski and Terrence O'Hanlon

If your company ran its computerized accounting system like it runs its computerized maintenance management system (CMMS), would you let it prepare the company's tax returns? If you run an effective CMMS program, there would be no reason not to. However, what if your accounting system were run like many CMMS operations with missing data, limited controls in place, and without adequate training and communication? Where would you be at tax time?

How many times have you heard about a CMMS project that did not live up to hopes and goals of the project team that planned the implementation? How does your CMMS program stack up with other companies? You are invited to take part in a brief benchmarking study to compare industry averages of many companies against the best performers in the group. Log on to www.reliabilityweb.com to participate. After the results are published, you will be able to see how you stack up.

Why use benchmarking?

It should be noted that what does not get measured, does not get managed. Therefore, benchmarking should be used to measure what is to be managed. Let us say that you wanted to better manage your facility's return on assets. There is a general correlation between the utilization of CMMS software and the quality of maintenance being performed on that facility's assets. In most cases, the higher the quality of maintenance being performed, the greater the return on assets will be. Therefore, to optimize your facility's return on assets, it would be valuable to determine where your company's numbers compare to the rest of the industry through the use of benchmarking. If

any problem areas exist, benchmarking can detect them, and then those problem areas can be eliminated or minimized.

What to measure?

A CMMS benchmark should measure the efficiency and effectiveness of a maintenance department relative to the management of its assets, labor, materials, and procurement. In regard to asset management, it would be beneficial to know the following:

How many work orders are generated, completed, and closed per month? For those work orders, what percentage is planned vs. unplanned? Metrics such as number of work orders per employee, down time versus total number of work orders, and number of purchase orders per inventory item may be computed to give indicators for labor, material, and procurement management. The data to be collected in this project are listed in the section "CMMS Survey Questionnaire."

What will be reported?

Individually, one metric alone does not mean a lot, however, collectively, a significant number of metrics will paint a vivid picture of your facility's maintenance program. The collection of metrics will be presented in a benchmark report. The benchmark report will be a confidential report. Individual plant data will not be revealed. Data on your plant, industry averages, and best performers will be presented in charts so

that you can see where your facility stands. These charts can be used for goal setting within your company. Multiple periods could be tracked to detect trends in the industry and individual progress toward goals.

Why is a benchmark needed?

Do you know how well your facility is performing relative to the industry? Let's say that your facility is generating 3,000 work orders per month. However, down time is 10 percent. Let's say that another facility of the same size is generating 1,295 work orders per month with only 5 percent of down time. This information may

tell us a couple of things. Maybe, the work orders being generated aren't being completed. Maybe, there aren't enough tasks per work order. Maybe too much time is being spent in transportation time due to multiple work orders for the same equipment number(s). The more work orders

that exist for the same equipment number(s), the more that unnecessary footwork may occur. However, more metrics need to be analyzed in order to determine the exact reason why down time is still high even though your facility is completing more work orders than other facilities. A benchmarking report is needed to identify problem areas. Upon further analysis, it may even detail the reasons why problem areas exist. Ultimately, it tells a story

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MAINTENANCE LOG

of where a facility stands relative to the industry and where it could be relative to the industry. Ultimately, it can give your facility direction in achieving world-class maintenance status.

How to participate

Although there are many metrics that can go into measuring the effectiveness of a CMMS program, this project will attempt to capture the most significant measurement points while allowing you to complete the benchmarking survey in the shortest amount of time. The survey may be accessed through the Internet at www.reliabilityweb.com.

Averages will be requested. For those who wish to participate without going online, fill out the CMMS Survey Questionnaire below and fax it to (847) 304-8603.

Results to be published

The summary of the benchmarking survey will be published in the June issue of MAINTENANCE TECHNOLOGY Magazine and on Reliabilityweb.com. Only industry averages and best performers will be charted. Results will not be time specific and will be based on averages. Printed copies will be available from the CMMS Data Group.

For more detailed reports, contact CMMS Data Group (773) 275-8846.

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Terrence O'Hanlon is the publisher of ReliabilityWeb.com, the industrial review site for the plant reliability community. You may take part in the survey at www.reliabilityweb.com

For more information
circle 133 or visit www.MTfreeinfo.com

CMMS SURVEY QUESTIONNAIRE

The Internet benchmarking survey of CMMS effectiveness will ask the following 21 questions. To participate, log onto www.reliabilityweb.com and click on the survey graphic; or, copy this page and send it to MAINTENANCE TECHNOLOGY,

1300 S. Grove Ave., Ste. 105, Barrington, IL 60010 or fax it to (847) 304-8603. To receive survey results, e-mail your request to info@cmmsdatagroup.com, or send or fax your request to MAINTENANCE TECHNOLOGY.

1. Indicate your company's industry affiliation? ___Processing. ___Manufacturing (discrete/batch)
___Property Management (office building, hospital, etc.). ___ Other _____
2. What is the size of your facility? _____ sq ft.
3. What is your total maintenance budget (cost) per year for the most recent period? US\$ _____
4. How many management employees in your maintenance department? _____
5. How many nonmanagement employees in your maintenance department? _____
6. How many asset/equipment numbers exist at your facility? _____
7. How many asset/equipment numbers have been entered into your CMMS software? _____
8. How many maintenance stores inventory item numbers exist in your maintenance department? _____
9. How many maintenance stores inventory item numbers have been entered into your CMMS software? _____
10. What proportion of maintenance and repair work is tracked at your facility? _____ percent
11. What is the average number of work orders generated each month? _____
12. What proportion of those work orders are PLANNED? _____percent
13. What is the average number of work orders completed each month? _____
14. What is the average number of work orders closed each month? _____
15. What is the average total monthly work order cost? \$ _____
16. What is the average total monthly downtime? _____ percent
17. What is the value of your maintenance stores inventory items? \$ _____
18. What is the average order time for a maintenance stores item (request to purchase order)? _____ hours
19. What is the average number of purchase orders created each month? _____
20. What is your average total monthly procurement cost? \$ _____
21. Do you use barcoding to collect data? ___yes. ___no