

14-15 DECEMBER 2009

CROWN PLAZA MUTIARA HOTEL
KUALA LUMPUR

A 2-day program on

Improving Maintenance Performance With ***DMAIC*** * *Strategies*

* (Define, Measure, Analyse, Improve, Control)

FOCUSING ON:

- Current Maintenance Cultures
- Why DMAIC for Maintenance Leaders?
- Establishing Maintenance Departments Vision & Mission
- Analyse of Equipment Failure Root Cause
- Developing Counter Measures for Maintenance Problems and Issues\
- Developing S.U.P.E.R. Maintenance Leaders
- Controlling and Monitoring Achievements

WHY YOU CAN'T MISS THIS PROGRAM

Define, Measure, Analyse, Improve, Control (DMAIC) is a very powerful technique commonly used in Six Sigma which can also be used in any improvement orientated activities that focus on achieving outstanding results.

Define : what are maintenance problems and weaknesses involved and understand what the internal and external customers want and expect

Measure : how to measure the current maintenance performance level and establish unique measurement system

Analyse : how to determine and verify the root cause / causes of the focused problem

Improve : how to implement countermeasures that address the root causes

Control : how to maintain and continuously improve to sustain achieved results

This systematic process improvement methodology assures that the root causes of sporadic and chronic maintenance issues leading to poor maintenance performance are identified and addressed so that an improved level of maintenance performance can be achieved and sustained.

DMAIC, can be used to program maintenance activities that will ultimately bring maintenance to a world class level.

Day One Monday, 14th December 2009

9:00 **IMPORTANCE OF MAINTENANCE FUNCTION**

- What Is Equipment Maintenance
- Why Equipments Need Maintenance
- Cost Impact On Operation
- Current Maintenance Cultures
- Why DMAIC For Maintenance Leaders?

10:30 Morning Coffee

10:45 **DEFINE YOUR MAINTENANCE GOALS**

- Establish Maintenance Departments Vision
- Establish Maintenance Departments Mission
- Establish Internal / External Customers Expectation
- Bench Mark Maintenance Goals (JIPM)

1:00 Lunch

2:00 **MEASURE MAINTENANCE PERFORMANCE LEVEL**

- Measure Overall Equipment Efficiency (OEE)

- Measure Equipment Reliability (MTBF)
- Measure Equipment Maintainability (MTTR)
- Measure Minor Stoppages And Idling (MTBA)
- Measure Setup (SMED)

5:00 Afternoon Tea & End of Day One

Day Two Tuesday, 15th December 2009

9:00 **ANALYSE EQUIPMENT FAILURE ROOT CAUSE**

- Collect Accurate Data
- Analyse Failures Using Analytical Approach
 - FTA Approach
 - CAUSE and EFFECT Approach
 - WHY, WHY Analysis
 - Inter Relations Diagram

10:30 Morning Coffee

10:45 **IMPROVE MAINTENANCE PROBLEMS AND ISSUES**

- Effective Use Of PDCA
- Develop Countermeasures Using (Tree Diagram)

- Analyse Countermeasures Using (Matrix Diagram)
- Assign Responsibility
- Develop Gantt Charts

1:00 Lunch

2:00 **CONTROL ACHIEVEMENTS**

- Set Up Effective Monitoring System
- Apply Proactive Maintenance
- Develop S.U.P.E.R. Technicians
- Always Focus On Kaizen

5:00 Afternoon Tea & End of Program

THE PROGRAM WILL BENEFIT

- Engineers
- Maintenance Managers
- Equipment Maintenance Managers
- Building Maintenance Managers
- Facilities Managers
- Maintenance Supervisors & Superintendents
- Equipment Personnel
- Maintenance Coordinators
- Technical Managers
- All maintenance/technical leaders groomed for upgrade

PROGRAM FACILITATOR

MR. P. BALACHANDRAN brings to this program more than 17 years of solid industrial experience in the manufacturing sector as well as 12 years in maintenance manufacturing training and consultancy.

His experience includes that of Equipment Engineer, Section Head of Production, Production Manager and Training & Education Manager with well know corporations such as Motorola, Thomson Audio Electronics and Samsung Electron Devices.

Mr. Bala then became involved in management consultancy and trained full time in specific areas of manufacturing and maintenance training. His natural leadership style coupled with his vast industrial experience makes him a valuable partner and resource in developing the workforce of the manufacturing sector and in troubleshooting.

Mr. Bala has trained more than 3000 professionals and some of the companies that have benefited from his expertise include Komag Malaysia, Minolta, Silitek, Sony Malaysia, Robert Bosch, TDK Malaysia, Swedish Motor Assembly, Western Digital, Dell Computers, Texas Instruments, TNB, Genting Sanyen, PROTON, Teck See Plastics, Hicom, Philips Semiconductor, Airod, B Braun, Carsem, Dynacraft, Seagate Industires, Mattel, Perodua, Johnson & Johnson and Malaysian Airlines System.

AFTER ATTENDING THIS PROGRAM, PARTICIPANTS WILL BE ABLE TO

- Establish the correct vision and mission for maintenance
- Have practical knowledge of OEE, MTBF, MTTR, MTBA, ROQ, PE, SMED
- Better understand root cause analysis tools - FTA, C&E, WHY,WHY and inter relations diagram
- Knowing how to implement PDCA, GANNT charting techniques
- Having more control and maintenance of results

METHODOLOGY

Interactive lectures, explanations, case studies, learning discussions, group sessions, Q & A

IMPROVING MAINTENANCE PERFORMANCE WITH DMAIC STRATEGIES

14-15 DECEMBER 2009 | KUALA LUMPUR

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NO. WP 0722

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Root Cause Failure Analysis For Maintenance

14-15 October 2009 | Kuala Lumpur

Excel Budgeting Techniques

19-20 October 2009 | Kuala Lumpur

Boilers - Operations, Maintenance & Troubleshooting

20-21 October 2009 | Kuala Lumpur

Preparing Financial Proposals

21-22 October 2009 | Kuala Lumpur

Best Practices in Plant Piping Systems – Design, Operation & Maintenance

22-23 October 2009 | Kuala Lumpur

Financial Analysis For Non-Finance Managers

26-27 October 2009 | Kuala Lumpur

Pengagihan & Pemasangan Sistem Bekalan Elektrik

28-29 Oktober | Petaling Jaya

Effective Costs & Risks Planning In Incoterms Management

26-27 October 2009 | Kuala Lumpur

Effective Contract Administration & Supplier Management

16-17 November | Petaling Jaya

Financial Reporting Towards 2012

16-17 November 2009 | Kuala Lumpur

Detecting & Overcoming Creative & Deceptive Accounting In Corporate Business

24-25 November 2009 | Kuala Lumpur

HOW TO REGISTER

ONLINE: www.cmtevents.com
EMAIL: adminkl@cmtp.com.sg
FAX: (603) 2162 6393
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POST TO: Lot 7.03, 7th Floor, North Block,
The Ampwalk, 218 Jalan Ampang,
50450 Kuala Lumpur

FEES

The full Registration Fee includes cost of all sessions, luncheon, coffee/tea & documentation.

1 Person	Group fee per person for 3 or more* (from the same company)
RM2295	RM1995 (MIN SAVINGS OF RM900)

* Terms and conditions apply.

Cancellations, Refunds & Transfers: A full refund will be promptly made for all written cancellations 3 weeks before the meeting. Thereafter, cancellations are not refundable. A substitute may be made at any time.

PAYMENT

By Telegraphic Transfer

ACCOUNT NAME:

Centre for Management Technology Sdn Bhd

A/C No: **3 - 0903390 - 12**

BANK: Public Bank Berhad

BRANCH: Grd Floor, Menara Public Bank
Jalan Ampang

swift code: PBBEMYKL

TT must include additional RM75 for Beneficiary's Bank charges. Delegates must bear all bank charges and local taxes (if applicable). Fees must be NETT of ALL charges.

CHEQUES: Crossed & payable to

"Centre for Management Technology Sdn Bhd"

CERTIFICATE OF COMPLETION

A Certificate of Completion will be awarded upon successful completion of each course. This serves as evidence of your personal and professional commitment to your career.

COURSE TIMING

Registration: 8.30 am, Course Begins: 9.00 am,
Morning Coffee: 10.30 am,
Lunch: 1.00 pm to 2.00 pm,
Tea Break: 3:30 pm, Course Ends: 5.00 pm

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