



touching lives

MAINTENANCE MANAGEMENT CERTIFICATE PROGRAM SPRING & FALL 2012



training.ua.edu/maintenance

Highly-trained maintenance managers are the key to trouble-free, productive, and profitable operations

Bryant Conference Center
Tuscaloosa, Alabama



THE UNIVERSITY OF
ALABAMA
CONTINUING STUDIES

Touching lives. Creating opportunities.

Maintenance Management Certificate Program

About the Certificate Program:

Highly-trained maintenance managers are the key to trouble-free, productive and profitable operations. If these specialized managers have state-of-the-art information and techniques, they can save an organization time, money and headaches.

The **Maintenance Management Certificate Program** offers a comprehensive management development program for maintenance management professionals. A maintenance manager who completes six, two-day seminars within a three-year period will receive a certificate of completion from The University of Alabama College of Continuing Studies. This non-credit certificate will establish a permanent record within the College of Continuing Studies documenting the recipient's exposure to state-of-the-art maintenance management techniques.

The Maintenance Management Certificate Program consists of six required two-day seminars:

- ◆ Maintenance Management
- ◆ Advanced Spare Parts Management
- ◆ Management Skills for Maintenance Managers & Supervisors
- ◆ Management Strategies for Maintenance Managers & Supervisors
- ◆ Predictive Maintenance Programs and Their Methodology
- ◆ Reducing Maintenance Operating Costs

And a choice of one of the following two specialized elective seminars:

- ◆ Managing Factory and Process Industry Maintenance
- ◆ Managing Building and Facilities Maintenance

In order to successfully complete the Maintenance Management Certificate Program, a participant must attend all six required sessions and complete one 2-day elective session within a three-year period; complete all work as assigned; and be present for all class activities. (For a documented emergency, a participant can miss up to 1 1/2 hours of the scheduled and still graduate.)

Each of the required seminars will be offered at least once a year. The elective seminars will be scheduled when enrollment justifies. While no course sequencing is required, it is suggested that "Maintenance Management" and/or "Management Skills for Maintenance Managers & Supervisors" be taken early in the certificate process. This is particularly important for new maintenance managers and supervisors.

The certificate is an important credential that all maintenance management professionals should have.

Who Should Attend:

New as well as experienced maintenance managers and supervisors and other administrators responsible for the maintenance function within their organization will benefit from this powerful and specialized certificate program.

Money Back Guarantee

If you attend any one of the **Maintenance Management Certificate Program** two-day seminars and are not satisfied, you will receive a FULL REFUND of your registration fee.

2012 SCHEDULE OF COURSES

Management Skills for Maintenance
Managers and Supervisors
March 6 - 7, 2012

Reducing Maintenance
Operating Costs
May 21 -22, 2012

Managing Building and
Facilities Maintenance
November 28 – 29, 2012

Management Strategies for
Maintenance Managers and Supervisors
March 8 – 9, 2012

Maintenance Management
October 15 – 16, 2012

Advanced Spare Parts
Management
December 3 – 4, 2012

Predictive Maintenance Programs
and Their Methodology
April 10 - 11, 2012

Managing Factory and Process
Industry Maintenance
November 26 – 27, 2012

Maintenance Management Certificate Program

Attend the Maintenance Management Certificate Program and Learn:

- ◆ Ways to cut the cost of your repairs by teaching 5 planning techniques to your tradespeople
- ◆ How to insure uptime with Reliability Centered Maintenance and how to use work sheets
- ◆ How to use 3 TLC techniques to slash breakdown
- ◆ Specific techniques for continuous improvement for the 21st Century
- ◆ 16 reasons to outsource. Choosing and using contractors (as a competitive advantage)
- ◆ In-sourcing: what is it, how and when to do it, who to do it with
- ◆ How to use the CMMS to help manage operator centered maintenance activity
- ◆ Maintenance budgeting and effective financial modeling
- ◆ When outside contracts are indicated and how to select them
- ◆ How to compute the optimum intervals for component replacements and other preventive/predictive maintenance efforts
- ◆ Proven methods for handling problems with difficult employees, vendors, and coworkers
- ◆ Specific ways to make the change from technician to supervisor quickly and effectively
- ◆ How to communicate with management to get them to implement your suggestions
- ◆ How to use preventive maintenance to better control breakdowns
- ◆ How to deal with the special challenges of supervising friends and older employees successfully and sensitively
- ◆ Up-to-date information on the low-cost, high-technology predictive maintenance techniques
- ◆ How to optimize your particular strengths and minimize your weaknesses
- ◆ The three basic rules of managing employees so that you motivate your workforce to perform at the highest level possible
- ◆ The golden Rules of Delegation -- what to delegate and what not to delegate
- ◆ What every supervisor should know about computerized maintenance management
- ◆ Efficient methods for finding, managing and retrieving information
- ◆ Guidelines for planning, implementing, and reviewing a comprehensive maintenance training program
- ◆ Easy-to-use techniques for improving your "Maintenance IQ" and your value to your organization
- ◆ The seven daily habits of the highly productive and successful maintenance supervisor
- ◆ How to reduce downtime using CBM (condition based maintenance) technology
- ◆ The advanced maintenance management methods available in a fully integrated program
- ◆ To understand the predictive maintenance technologies
- ◆ The basis for effectiveness in interpreting condition measurements
- ◆ To make use of the different machine condition monitoring methods
- ◆ To create a predictive maintenance program that can reduce costs, increase productivity, improve downtime and increase profitability
- ◆ How to improve spare parts' productivity
- ◆ How to reduce stockroom operational costs
- ◆ How to effectively track the location and configuration of spare parts
- ◆ How to reduce the costs of computerizing the spare parts management function
- ◆ How to reduce inventory investment levels
and much, much more

For More Information
Regarding the Maintenance Management Certificate Program,
please visit: <http://training.ua.edu/maintenance>

Management Skills for Maintenance Managers & Supervisors

About this program:

Today's difficult economic times, competitive environment and demands for total quality make effective and efficient maintenance operations a vital management component. Your organization depends upon you to make a valuable contribution by being an effective maintenance manager.

As a maintenance supervisor, you face problems that are unique to maintenance management. Traditional "supervisory" courses just don't fill the bill. You need to know the ins and outs of communicating with your employees and with management, how to motivate workers to increase productivity and how to run your department in the most efficient way possible. These and many other questions will be answered in this practical and effective basic seminar for Maintenance Supervisors.

The program outline:

YOUR POSITION AS MAINTENANCE SUPERVISOR— CLARIFYING YOUR ROLE

- ◆ How to get the maximum from the training
- ◆ Motivating your employees

SELF-ASSESSMENT

- ◆ Examining your own strengths and weaknesses
- ◆ Implications for your job performance and career growth

ATTAINING CRITICAL MANAGEMENT SKILLS

- ◆ Do's and don'ts of delegating. Pitfalls of delegating ineffectively
- ◆ Constructive ways to praise and reprimand
- ◆ Planning and scheduling maintenance jobs

DEALING WITH DIFFICULT PEOPLE AND DIFFICULT CIRCUMSTANCES

- ◆ Predicting which people and situations are most likely to "conflict" with your work style and personality
- ◆ Minimizing these conflicts
- ◆ How to understand your response to difficult people and difficult situations
- ◆ Detecting difficulties before the situation escalates
- ◆ A five-step method for overcoming difficulties in the workplace

VITAL COMPONENTS OF AN EFFECTIVE PREVENTIVE MAINTENANCE SYSTEM

- ◆ Convincing management that Preventive Maintenance is the way to operate
- ◆ Identifying the benefits of a Preventive Maintenance system
- ◆ Pinpointing the Critical Wear Point
- ◆ Guidelines for implementing an effective Preventive Maintenance system

INTRODUCTION TO PREDICTIVE MAINTENANCE METHODS AND COMPUTERIZATION

- ◆ Techniques for predictive maintenance
- ◆ Vital areas to examine prior to implementing a predictive maintenance program
- ◆ Critical information to be aware of about computerization
- ◆ What computerization can and cannot do in a maintenance environment

SUCCESSFULLY HANDLING DELICATE MANAGEMENT ISSUES

- ◆ How to supervise younger and older employees
- ◆ Warning signals for drug or alcohol problems in employees
- ◆ Your role as the supervisor in intervening
- ◆ The three R's of discipline

ESTABLISHING AND DEVELOPING YOUR CAREER

- ◆ Simple ways to better manage your time
- ◆ Examining your career goals
- ◆ Guidelines for advancing your career
- ◆ Useful resources
- ◆ Formulating your own Action List to improve your performance

Management Strategies for Maintenance Managers & Supervisors

About this program:

This information-packed, two-day seminar has been developed to target the need for up-to-date, specific training and advanced skills for Maintenance Supervisors and Managers.

Building on a solid maintenance and management background, this seminar will give Maintenance Supervisors an in-depth examination of ways to implement the total quality concept, increase productivity and lower maintenance costs. Participants will focus on strategies that will help them prevent costly, time-consuming mistakes.

The program outline:

IMPROVING PRODUCTIVITY—YOUR OWN AND YOUR TEAM'S

- ◆ A self-audit to measure your personal productivity
- ◆ Revolutionary concepts on time and productivity
- ◆ How to implement STM (Supervisor Time Management)
- ◆ Effective planning scheduling methods
- ◆ Application of the 80-20 rule to time management

MOTIVATING EMPLOYEES

- ◆ Pragmatic ideas and not-so-good attempts from “real-world” examples
- ◆ Motivational techniques to use every day that will actually improve performance
- ◆ The value of respecting the ideas and contributions of your employees
- ◆ The particulars of motivating work groups or work teams
- ◆ Evaluating your communication skills

MAINTENANCE TRAINING AND COACHING SKILLS

- ◆ Training as a tool to encourage your employees to perform at maximum levels
- ◆ Tools for training and evaluating—preparation worksheets, checklists and training techniques
- ◆ Use of adult learning methods to improve effectiveness of training
- ◆ Locating materials and resources

FORMULATING INDIVIDUAL SKILLS TRAINING

- ◆ Easy-to-follow guidelines for developing and implementing individual skills training
- ◆ Critical facts about adult learning
- ◆ Role of training in Maintenance Management
- ◆ Determining the value of training

ONE-ON-ONE COMMUNICATIONS

- ◆ How to get your point across effectively
- ◆ Preventing misunderstandings
- ◆ Evaluating your communication skills

IMPROVING MAINTENANCE SERVICE

- ◆ How to see maintenance as a business
- ◆ Improve maintenance quality
- ◆ Integrating maintenance with other quality efforts
- ◆ Concrete techniques in continuous improvement

RELIABILITY CENTERED MAINTENANCE

- ◆ Improve overall reliability of maintenance
- ◆ How to identify safety hazards and correct them
- ◆ Where to find additional resources

IMPLEMENTATION OF YOUR PLAN—THE KEY TO SUCCESS

- ◆ How to successfully implement your strategies
- ◆ Planning methods for success
- ◆ Increasing your value to your organization

Tailor-made Training For Your Organization

This entire **Maintenance Management Certificate Program** or any of its components, as well as other professional development programs, can be tailor-made for your firm or association by The University of Alabama and presented at a site of your choice.

The University of Alabama College of Continuing Studies exists to help you tackle your training needs. We are flexible, meeting not only your educational needs, but also your time and location restraints.

We use instructors from The University of Alabama and other world-class educational institutions as well as top-notch consultants from around the country, and we have developed training programs for a number of prestigious organizations in the Southeast. For more information about this service, contact Donna Keene at (205) 348-6513; fax to her attention at (205) 348-9276 or email: dkeene@ccs.ua.edu

Predictive Maintenance Programs and Their Methodology

About this program:

Maintenance makes equipment/component capacity. Until now, Predictive Maintenance has performed as little more than a sideline laboratory, "Predicting the eventual death of a piece of equipment." The results of such theory: Forced Outages, compromising plant throughout, product/service delivery, and customer satisfaction. Predictive Maintenance treats equipment/component capacity as Work in Process inventory. Rather than just predicting failure, Predictive Maintenance practices finite inventory taking of precisely how much component capacity remains on a specific piece of equipment, master scheduling capacity replacement, in the same manner that you would manufacture additional goods for sale.

This program is much more than just a cookbook solution to tired, old Predictive/Preventive Maintenance systems problems. It's an exciting session presenting specific procedures involved in setting up a Predictive Maintenance program and integrating that program into the other vital plant and facilities processes of Production, Quality, and Process Control Management.

The program outline:

ORGANIZATION OF THE PREDICTIVE MAINTENANCE OPERATION

- ◆ Building a successful operating maintenance structure from day one
- ◆ Reliability Improvement Group Applications
- ◆ Organizing the Predictive Maintenance application

CHOOSING ALL THE APPLICATIONS YOU WILL NEED FOR A SUCCESSFUL PREDICTIVE MAINTENANCE INSTALLATION

- ◆ Condition-based Maintenance
- ◆ Event Management
- ◆ Calendar-based Maintenance
- ◆ Integrating Predictive Maintenance into the equipment user community

PLANNING AND ORGANIZING FOR A COMPUTERIZED PREDICTIVE MAINTENANCE PROGRAM

- ◆ Effective management techniques for structuring the Predictive Maintenance Organization
- ◆ Successful techniques for establishing the Condition-based/Calendar-based Maintenance Application
- ◆ Formalizing a constructive user relationship to the provider
- ◆ Four Methods for shortening the cycle to the user's commitment to a successful Predictive Maintenance Operation

OPERATING THE PREDICTIVE MAINTENANCE EQUIPMENT TEST PROGRAM

- ◆ Where to start your installation
- ◆ Cursive Maintenance Systems
- ◆ Identifying the critical units at your facility
- ◆ Establishing an understanding of Maintenance Test Equipment
- ◆ The types of Test Equipment involved in a program
- ◆ Predictive Maintenance Procedures and Record Keeping
- ◆ Commencement of the operation
- ◆ Benchmarks, Baselines, Test Runs, Parallel Runs & Live Measurement

CHOOSING YOUR CALENDAR-BASED APPLICATION ELEMENTS: CASE HISTORIES IN THE DESIGN AND INSTALLATION OF FULL-SPECTRUM PREDICTIVE MAINTENANCE APPLICATIONS

- ◆ Designing the interface with the user scheduling organization
- ◆ The background behind the development of maintenance engineering standards
- ◆ How to effectively survey equipment for determining proper maintenance procedures
- ◆ Evaluating scheduling systems
- ◆ Upgrading from the classic preventive-predictive Maintenance Systems to Reliability Improvement Group Applications

"SELLING" PREDICTIVE MAINTENANCE TO MANAGEMENT

- ◆ Successful techniques for establishing your organization's confidence in successful maintenance systems applications
- ◆ Explaining the positive impact of change under the new system
- ◆ Formalizing a powerful, constructive selling relationship with both existing and potential system's users
- ◆ Case studies of both successful and unsuccessful approaches to selling maintenance management to your senior management
- ◆ Return on investment
- ◆ Speaking the specific language of upper management
- ◆ Structuring the specific benefits
- ◆ Presenting the cost

APPRAISING THE EFFECTIVENESS OF THE PREDICTIVE MAINTENANCE PROGRAM

- ◆ Key indices used by the experts
- ◆ How to truly determine your organization's progress in improving maintenance performance and how to effectively evaluate and structure future objectives

Reducing Maintenance Operating Costs

About this program:

Maintenance is a very tough business! Successful maintenance management techniques will reduce plant maintenance budgetary outlays by 15% - 40%.

Real-world cost control occurs when Enterprise Management Objectives are supported by comprehensive decision-support guidelines. This results in managerial reporting that alerts you to genuine savings. Act on them in a disciplined fashion, and the results are exciting. The core driver of Enterprise Resource Planning is active, energetic “Floor Management Objectives;” the core driver of Lean Plant Maintenance cost-reduction has to be directed towards the same operations discipline! This session sets the standard for cost reduction!

The program outline:

POSTING ACCURATE MAINTENANCE WORK ORDERS

- ◆ Systems that facilitate posting accurate maintenance work order costs to the right equipment

PROPERTY LEDGER COST CONTROLS

- ◆ Systems that practice finite plant maintenance cost control by using Property Ledger Cost Projection
- ◆ Reducing “Nickel-and-diming” in your maintenance budget

JIT/MRO MRO INVENTORY CONTROL

- ◆ Systems that practice Maintenance Repair & Operating Materials Cost Control using Master Scheduling Techniques
- ◆ Implementing JIT/MRO

WARRANTY/POLICY CLAIMS COLLECTION

- ◆ Implementing recording & collection systems for warranty/policy claims receivables under your EAM/CMMS

CONTROLLING MATERIAL SHRINKAGE

- ◆ Controlling material shrinkage by establishing work order accounting and controls for parts left over after the job
- ◆ Recovery tasks to be performed by your EAM/CMMS

SYSTEMS CONTRACT PURCHASING

- ◆ Facilitating systems contracting activities via your EAM/CMMS, rather than just generating pseudo-blanket agreements from a “Purchase Order Machine.”

CONTROLLING SERVICE/CONTRACTOR COSTS

- ◆ Controlling Equipment maintenance and supplemental services via your EAM/CMMS
- ◆ Contracting to Maximus
- ◆ Equipment and inventory disposal contracts

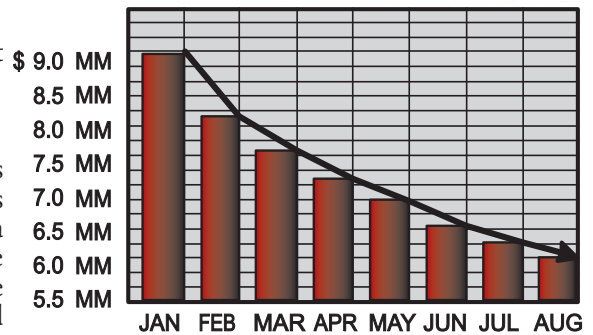
CONTRACT & DISCOUNT PRICE CHECKING

- ◆ Establishing EAM/CMMS-directed control systems for matching the vendor invoice to the P.O. or petty cash voucher
- ◆ Price checking) to assure that volume discounts and contractual pricing agreements are being adhered to.

SYSTEM-LINKING MULTI-PLANT INVENTORY

MRO CONFIGURATION & FINANCIAL COST AUDITS

- ◆ Conducting the Plant Maintenance Configuration & Financial Audit
- ◆ Rating Your Cost Control Efforts



What previous participants said about this course:

“Mark does a comprehensive job of integrating all business functions, showing the interrelated complexion of not only the maintenance department, but of all departments; Operational, MRO Purchasing, Engineering & Accounting.”

V.P. Information Technology, Refinery & Petrochemical Chemical Company

“I’ve been in this profession for 32 years, and I never heard of most of these cost-reduction ideas. Showed me how to speak to maintenance, accounting, purchasing and especially, Information Technology!”

Manufacturing Engineering V.P., Automotive Components Manufacturer

“I don’t have a business background, but now I can address reducing costs. Mark gave me a firm business plan!”

Maintenance Manager, Multi-Line Food Products Manufacturer.

Maintenance Management

About this program:

Maintenance Management is the application of sophisticated management techniques to support the delivery of maintenance. It deals with the realities of today's organization that is downsized, fast, customer oriented and driven to excellence.

This two-day intensive workshop is designed for people or teams responsible for physical assets including buildings, factories, process plants, and fleets. Hands-on training sessions will feature case studies, presentations, basic molding, re-engineering examples, reproducible worksheets, and plans and forms. Participants will receive text, "The Handbook of Maintenance Management," Second Edition written by Joel Levitt.

It is essential that maintenance professionals understand what is going on in the wider business world because the survival of maintenance depends on transforming the department today to respond to new opportunities and to new threats.

The program outline:

EVALUATING YOUR OPERATION

- ◆ Introducing assessment tools
- ◆ Identifying dominant patterns in departments

BENCHMARKING MAINTENANCE

- ◆ Understanding formulas, measures, and techniques to evaluate effort
- ◆ Anticipating maintenance efforts

REENGINEERING MAINTENANCE

- ◆ Reviewing successful maintenance reengineering efforts
- ◆ Knowing when to use radical transformation

MAINTENANCE INSOURCING AND OUTSOURCING

- ◆ Building partnerships with other groups
- ◆ TPM (Total Productive Maintenance)
- ◆ Utilizing readers as a resource
- ◆ Discovering possible aids to the maintenance department

MAINTENANCE QUALITY IMPROVEMENT

- ◆ Reviewing the field of Quality Improvement
- ◆ Applying Deming's ideas to maintenance

RELIABILITY CENTERED MAINTENANCE (RCM)

- ◆ Improving maintenance reliability
- ◆ Learning the steps of RCM
- ◆ Reviewing work sheets and models

CMMS

- ◆ Reviewing the technology
- ◆ Outlining capabilities of popular systems

PREDICTIVE MAINTENANCE/PLANNING

- ◆ Preventing breakdowns before they occur
- ◆ Scheduling maintenance for optimum productivity

Tailor-made Training For Your Organization

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The University of Alabama College of Continuing Studies exists to help you tackle your training needs. We are flexible, meeting not only your educational needs, but also your time and location restraints.

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Advanced Spare Parts Management

About this program:

Advanced Spare Parts Management deals with optimizing stocking, purchasing and disposal activities; maintaining a successful user service level for purchased parts, tools, plant supplies and in-plant fabricated components. Its purpose is a financial and configuration audit of your overall maintenance strategy, giving you a solid understanding of proven overnight techniques; thus correcting weaknesses in Maintenance Repair and Operating (MRO) schedule systems. The session covers strategies used to:

- ◆ Buy goods at lowest prices
- ◆ Maintain an in-transit “pipeline” of parts
- ◆ Move the materials to the job with accuracy and speed
- ◆ Maintain the lowest on-hand stock position, warehouse goods in the most efficient manner

We'll show you how to improve your entire materials-procurement/support-cycle; achieve drastic reductions in material prices, stocking and postponement costs; and significantly improve materials operation support at the parts warehouse and tool crib level.

The program outline:

ORGANIZATION AND MANAGEMENT OF ADVANCED MAINTENANCE STORES OPERATIONS

- ◆ Four key steps in setting up maintenance material organizations
- ◆ Opportunity expense reduction motives—the 5 “big money goals” in materials optimization
- ◆ How you reduce your on-hand materials requirements while increasing material availability

MAINTENANCE PLANNING & SCHEDULING INTERFACES TO ADVANCED MRP, JIT AND DC/EDI SYSTEMS

- ◆ The Repetitive–Non-repetitive Base master schedule-Maintenance materials requirements planning - four powerful tools available to your manufacturing counterparts that reduce carrying and postponement costs from 15-40% in two years!

MASTER PRIORITIES–FROM URGENCY TO NEED INDICES, THROUGH CRITICAL/RATIOS

- ◆ Three major critical - ratio priorities: a) the productive b) the acquisitive; c) the derivative - layered priority redundancy

THE MAINTENANCE STORES CONTROL DIAGNOSTIC

- ◆ Six diagnostics for balancing supply chain performance
- ◆ A thorough analysis of: reorder points, safety stock, ABC risk of stock out, EOQ, etc., eliminating costly mistakes.
- ◆ Five erroneous MRO formulations policy judgements-how to avoid them!

THE MRO SUPPLY CHAIN - FLOW SPECIFICATIONS FOR THE PURCHASING/INVENTORY INTERFACE

- ◆ The impact of supply chain techniques on systems contracting methodology
- ◆ Staging controlling and timely feeding of bills of materials to the job pipeline
- ◆ Supply chain techniques for shutdown and turn-around projects

INTEGRATED SUPPLY AND SERVICES MANAGEMENT (ISSM)

- ◆ Internet-based resource/supply chain-based materials management - Creating and maintaining ISSM standards and conventions

ISSM PROBLEM SOLVING, RESOURCE BROWSING & COMMUNICATION

- ◆ Resource information: product/service catalogs, records, technical information abstracts & libraries
- ◆ Conversing: Using e-mail, through plant operational teleconferencing for correspondence, through supplier core competence support

MATERIALS WAREHOUSING; STORAGE & LAYOUT - DESIGNING EFFICIENCY INTO THE PROCESS

- ◆ Using flexible storage characteristics and “push intuitive” applications to speed up the pick-pack operation

APPRAISING THE EFFECTIVENESS OF THE MRO/MMD PROGRAM

- ◆ Key indices used to determine your organization's performance, effectively evaluating and structuring future objectives
- ◆ Implementing specific, effective mid-course corrections

Specialized Elective Seminars (Choose one of two)

Managing Factory and Process Industry Maintenance

About this program:

This two-day course looks into the specific opportunities available to the maintenance department in factories and in processes industries. In this specialized course, topics will include specialized predictive maintenance, TPM (Total Productive Maintenance), advanced PM (Preventive Maintenance) strategies for continuous processes and other areas. The focus is on maintenance as a contributor to profit rather than a necessary evil.

An abbreviated program outline:

- ◆ Achieving World Class Maintenance Management
- ◆ Evaluating Your Maintenance Department
- ◆ Implementing Zero-based Maintenance Budgeting
- ◆ Streamlining the Flow of Information
- ◆ Using Preventive Maintenance for Improved Performance
- ◆ Using Condition-based Maintenance Technology
- ◆ Implementing Total Productive Maintenance (TPM)
- ◆ Understanding the Big Picture: Where Does Maintenance Management Fit In?
- ◆ Supervising Maintenance with a Computerized Maintenance Management System
- ◆ Using Techniques for Planning and Project Management in Maintenance
- ◆ Understanding the Maintenance Department's Pivotal Role in the Company's Overall Quality Effort

Managing Building and Facilities Maintenance

About this program:

This two-day course is designed for building maintenance supervisors and other staff striving to learn more about effective building maintenance. This course stresses the maintenance department's contribution to asset preservation and cost control. Facilities covered range from small apartment buildings and shopping centers to major airports, sports venues, shopping malls, office buildings and factories.

An abbreviated program outline:

- ◆ Understanding How Building Size, Construction and Use Create Need for Maintenance
- ◆ Developing a Building's Custodial Requirements
- ◆ Getting Maintenance Organized
- ◆ Getting the Work Done Through Contractors
- ◆ Using Preventive Maintenance: The Idea Whose Time Has Really Come (This Time It's For Real)
- ◆ Computerizing the Maintenance Function
- ◆ Solving Problems
- ◆ Cutting Costs

Faculty includes these professionals:

MARK R. GOLDSTEIN is the principal owner of Manufacturing and Maintenance Associates, Inc. of New Jersey; Manufacturing and Maintenance InfoSource of North Carolina; and is the founder of Manufacturing and Maintenance Systems, Inc. of Illinois. With over 35 years of corporate experience, he has served such companies as ITT, IBM, Honeywell, DTI, Inc., COMNET, and Ogden Corporation. He has an extensive background in manufacturing, engineering and purchasing systems, including applications of maintenance management, maintenance planning and scheduling systems. An experienced seminar leader and chairman, with over 33 years of podium experience, he has made presentations to more than 98,000 attendees. Mark holds a M.B.A. in Industrial Management and a Ph.D. in Engineering.

JOEL LEVITT is a leading trainer of over 5000 maintenance professionals from 2500 organizations in 10 countries. He has provided expert consultations to governmental units such as Department of Defense, Dallas Rapid Transit, Philadelphia Airport, *Fortune 100* maintenance departments such as GE, and 50 various organizations in the United States, Canada and United Kingdom.

His background includes a degree in Computer Science, advanced work in Organizational Dynamics, engineering and experience in maintenance as an electrician, merchant seaman (engine room duties), manufacturing management (as division manager, plant manager, vice president), property management, computer systems design and installation. He has written the text *Managing Factory Maintenance*, published by Industrial Press in 1996 and *Lean Maintenance*, published by Industrial Press, spring 2008.

General Information

Registration

The registration fee for each 2-day program is \$995 per person. The fee covers the cost of the sessions, hand-out materials, refreshment breaks and daily lunch. Lodging is the responsibility of the participant.

A 10% discount is available for organizations submitting multiple registrations of 3 or more to any one seminar. (NOTE: Multiple registrations must be processed together for this discount to apply.) A 10% discount is also available for members of the C&BA Commerce Executive Society. Participants who register less than five working days prior to each program date should do so by phone to ensure confirmation of their registration.

Treasury regulations may permit an income tax deduction for educational expenses (registration fees, travel, meals and lodging) undertaken to maintain or improve professional skills.

Maintenance Management Certificate Program Graduation Criteria:

1. Attend all 14 days (six 2-day required seminars and one 2-day elective seminar) within a three-year period.
2. Complete all work as assigned.
3. Be present at all class activities. (For a documented emergency a participant can miss up to 1 & 1/2 hours of the program and still graduate.)

Schedule

Registration/check-in will be from 8:00 to 8:30 a.m. on the first day of each 2-day program. Sessions run from 8:30 a.m. to 4:30 p.m. daily with a one-hour break for lunch.

Continuing Education Unit (CEU) Credit

The CEU (non-credit) has been designed to recognize the efforts made by individuals in approved continuing education programs. Each 2-day course offered in this brochure has been assigned 1.4 CEUs. Upon your request and payment of a \$10 fee (per course), you may receive a certificate of completion which identifies the number of CEUs awarded. CEUs will not be awarded for partial attendance.

Location and Lodging

All programs will be held in the Bryant Conference Center (BCC), 240 Bryant Drive, a premier learning facility located on The University of Alabama campus in Tuscaloosa. While at the Bryant Conference Center, make plans to visit the Paul W. Bryant Museum directly adjacent to the Center. Rooms for the programs held at the Bryant Conference Center may be reserved at the Hotel Capstone. For reservations please call 800-477-2262 or logon to Hotel Capstone website

- <http://www.hotelcapstone.com/>
- Select your arrival date and departure date
- Under GROUP CODE type in CCS for your discounted group rate
- Under comments please type in the name of your group prior to completing your reservation. After registering for the program, information is available about alternative lodging accommodations with short driving distant to the Conference site.

Parking

From I-20/59, take the McFarland Boulevard/US 82 exit and proceed north to the University Boulevard interchange. Exit and turn right. Stay on University Boulevard down the hill and turn left on Second Avenue. Open parking will be on your left, the Bryant Conference Center complex on your right. In addition to the parking lot on Second Avenue, you may also park in the Coleman Coliseum Parking Lot. Registered participants will receive upon registration confirmation, a Parking Permit to be displayed inside the participant's vehicle windshield. In the event the Parking Permit is not received prior to parking (in lots mentioned), please call 1-866-432-2015.

Cancellations and Refunds

If you must cancel, a full refund may be granted up to 10 working days prior to each two-day session. Thereafter, an administrative fee of 25% of the registration fee will be charged against your refund. Refunds cannot be made on the day a program begins, but a substitute participant may be designated.

The University of Alabama reserves the right to cancel, postpone or combine class sections, to limit registration or to change instructors. Any money-back guarantee offered on specific programs does not necessarily apply to other programs of The University of Alabama College of Continuing Studies.

Additional Information

For more information, call Donna Keene at (205) 348-6513; fax to (205) 345-9276 or email: dkeene@ccs.ua.edu. You may write to her at The University of Alabama, College of Continuing Studies, Box 870388, Tuscaloosa, AL 35487-0388.

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Name First Last M. I.

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REQUIRED SESSIONS:

MANAGEMENT SKILLS FOR MAINTENANCE MANAGERS & SUPERVISORS

- March 6 - 7, 2012
Program # 0517612

MANAGEMENT STRATEGIES FOR MAINTENANCE MANAGERS & SUPERVISORS

- March 8 - 9, 2012
Program # 0517712

PREDICTIVE MAINTENANCE PROGRAMS AND THEIR METHODOLOGY

- April 10 - 11, 2012
Program # 0517812

REDUCING MAINTENANCE OPERATING COSTS

- May 21-22, 2012
Program # 0517912

MAINTENANCE MANAGEMENT

- October 15 -16, 2012
Program # 0502413

ADVANCED SPARE PARTS MANAGEMENT

- December 3-4, 2012
Program # 0502713

ELECTIVE SESSIONS:

MANAGING FACTORY AND PROCESS INDUSTRY MAINTENANCE

- November 26 - 27, 2012
Program # 0502513

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\$995/person for _____ seminar(s).

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A portion of the registration fee goes to the Capstone Lifelong Learning Society Foundation to cover its share of the cost of the Conference.