



The Maintenance Excellence Institute

Where Maintenance Excellence Begins With PRIDE in Maintenance

CUSTOMIZED TRAINING for MAINTENANCE EXCELLENCE



About The Maintenance Excellence Institute

We believe in the basics; basic maintenance best practices that are essential for true profit and customer-centered operation of maintenance. We understand the need for the traditional reliability-centered maintenance processes. We build upon the

basics and then go well beyond the traditional RCM/TPM approaches with Continuous Reliability Improvement (CRI). Our improvement strategy includes all maintenance resources, equipment and facility assets as well as the crafts people and equipment operators. It also includes MRO materials management assets, maintenance informational assets, technical skills/knowledge resources along with the added value resource of synergistic team-based processes, often your "hidden assets"

Our Mission: To achieve profit optimization and to maximize customer satisfaction for public and private sector clients with Continuous Reliability Improvement SM of all maintenance resources. We add value and validate results during a long-term commitment to each client with a proven profit-centered maintenance strategy.

Our Vision: To achieve PRIDE in Maintenance from within the crafts work force and their maintenance leaders. To have top leaders realize the true value of their total maintenance operation and then take positive action to achieve maintenance excellence.

Our Value: The cornerstone value of The Maintenance Excellence Institute is to implement profit-centered practices and attitudes in large and small plant maintenance operations, healthcare and fleet operations. We add measurable value to facilities management operations and to governmental and to educational systems at all levels. Our mission is our vision to add measurable value during the long-term growth of each organization within our selected client base.

From an ethical standpoint, service organizations like ours cannot guarantee savings nor be paid based upon the actual client savings. We provide value and results for each client immediately with our Scoreboard for Maintenance Excellence benchmark assessment process. However, I can personally guarantee we will bring the firepower to reinforce your current needs to Top Leaders in your organization!

Ralph W. "Pete" Peters, Founder

Training for Maintenance Excellence

Our **Training for Maintenance Excellence** offerings provide public WorkShops and custom in-house sessions on maintenance best practice topics. Professional development is a very important element of our overall approach to helping improve the important "business of maintenance". Our suite of over 25 course offerings focuses on creating organizational awareness and an internal understanding that maintenance is mission-essential.

It is very important that positive attitudes toward maintenance exist within all operations whether it is a manufacturing site, a large university facilities complex, a healthcare facility, a fleet operation or a very small maintenance operation.

Our in-house presentations are tailored specifically to your organization and will normally be the most cost-effective approach for you. The cost per participant becomes an extraordinary value when from 20 to 25 participants attend. All courses include extensive course materials including a copy of McGraw-Hill's new book; **Maintenance Benchmarking and Best Practice** by TMEI Founder Ralph W. "Pete" Peters.

Training for Maintenance Excellence is one of our three services areas that can provide a measurable return on investment. Results will justify your training dollars. The most beneficial part is that **Training for Maintenance Excellence** "is not over when it's over". Following completion of each session, there is a personalized follow-up scheduled for each participant. This follow-up and one on one coaching is to help you apply what you have learned.

Our Current 2006 Public WorkShop Schedule Is Included on the Next Page

Give us a call at **919-270-1173** for our recommended approach to plan your custom in-house training event.



Customized Training for Maintenance Excellence

Course Code	Selected Course Titles
MBBP4	Maintenance Benchmarking & Best Practices (4 days)
MPES3	Maintenance Planning, Estimating and Scheduling (3 days)
MMSO3	Modernizing Your Maintenance Storeroom Operations (3 days)
CMMS2	Maximizing the Value of Your CMMS (2 days)
TMML5	Total Maintenance Management and Leadership: <i>The Seminar for Maintenance Excellence</i> (5 days)
TMML3	Total Maintenance Management and Leadership: <i>The Seminar for Maintenance Excellence</i> (3 days)
PIM3	PRIDE in Maintenance I, II & III (3 Days)
PMETP2	Project Management and Estimating Techniques for Planners (3 days)
PCM1	Profit and Customer-Centered Maintenance: <i>The New Millennium Strategy for Maintenance Excellence</i> (1 day)
CRI2	Continuous Reliability Improvement: Going Beyond RCM and TPM (2 days)
MPMT2	Maintenance Performance Measurement Techniques (2 days)
AATP2	Applying The ACE Team Process for Developing Reliable Planning Times and Quality Repairs (2 days)
MTEAM2	Implementing Effective Continuous Reliability Improvement Teams (2 days)
MLEAD2	The Dynamics of Modern Maintenance Leadership (2 days)
DEPPM3	Developing Effective Preventive and Predictive Maintenance Programs (3 days)
MESCEO1	Maintenance Excellence Strategies for the Chief Maintenance Officer (1 day)

More Info and Our Complete 2006 Training for Maintenance Excellence Catalog Is Available Upon Request:

TMEI Contacts:

Email: BobGaskins@Pride-In-Maintenance.com

Phone: 919.270.1173

Email: Pete@Pride-In-Maintenance.com

Phone: Direct Cell: 919.280.1253

Or: Info@Pride-In-Maintenance.com

All WorkShops at Oak Island, NC

Currently our public WorkShop offerings are only being held on beautiful Oak Island, NC. But our very cost effective in-house sessions can come to you; most anywhere in the World. Our current 5-day event in Dubai, UAE for TCQ Triangle is one example.

Our Fall 2006 schedule will be coming out soon and will include new public offerings at Oak Island. In addition, a new 4 session series (3 days per session) for Clemson University is scheduled to start Sept 19th in Indianapolis, IN. **Information about TMEI's new book from McGraw-Hill is included on the next page.** Information about our Business Retreat and Small Conference site at Oak Island is included on the last page.

Let Us Help Plan an Oak Island Business Retreat/Vacation For You And Your Maintenance Team!

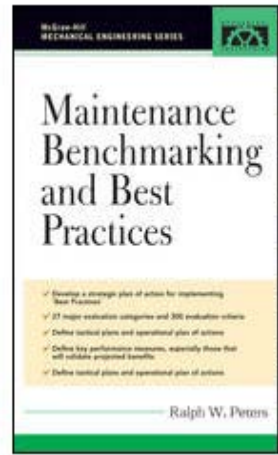
2006 Public WorkShops Available For Registration

- Jan 9-11, 2006:** Maintenance, Planning, Estimating and Scheduling.
- Jan 12-13, 2006:** Maximizing the Value of Your CMMS.
- Mar 18-22:** Maintenance, Planning, Estimating & Scheduling & Maximizing Value of Your CMMS (Dubai, UAE for TCQ Triangle at www.training.tcqtriangle.com)
- April 19-21:** Maintenance, Planning, Estimating and Scheduling
- April 24-26:** Modernizing Your Maintenance Storeroom
- April 27-28:** Maximizing the Value of Your CMMS
- May 2-4:** Maintenance Benchmarking and Best Practices for **Ferro Inc** at Oak Island
- May 8-11:** Maintenance Benchmarking and Best Practices
- May 15-17:** Modernizing Your Maintenance Storeroom
- June 6-9:** Maintenance Benchmarking and Best Practices
- June 6-8:** Support to Clemson University's *10th Annual Maintenance Benchmarking and Reliability Best Practices Conference* at Myrtle Beach, SC
- June 9-10:** MBBP Book Celebration, Golf and Fishing Tourneys
- June 12-14:** Maintenance, Planning, Estimating and Scheduling
- June 15-16:** Maximizing the Value of Your CMMS
- June 17-22:** Maintenance, Planning, Estimating & Scheduling & Maximizing Value of Your CMMS (Dubai, UAE for TCQ Triangle at www.training.tcqtriangle.com)
- July 18-20:** Modernizing Your Maintenance Storeroom
- July 25-28:** Maintenance Benchmarking and Best Practices
- Aug 8-11:** Maintenance Benchmarking and Best Practices
- Aug 21-23:** Modernizing Your Maintenance Storeroom
- Aug 24-25:** Maximizing the Value of Your CMMS
- Sept 19:** *Clemson University's Maintenance Benchmarking and Reliability Excellence Series; Session One in Indianapolis, IN*

Save 25% over McGraw-Hill's Price by Reserving Your Autographed Copy of This New Book Now!

Reserve Your Copy Today

The publication date by McGraw-Hill is scheduled for May 2006. But you can reserve an autographed copy of this new book now and save 25% over the publisher's price of \$69.95. We will also send you immediately a **free copy of the E-Book "Maximizing Maintenance for Profit-Optimization"** and reserve your copy of this new

	Maintenance Benchmarking and Best Practices By: Peters, Ralph W ISBN: 0071463399 DOI: 10.1036/0071463399 Format: BB 576 pages Pub Date: 2006-05-31 Copyright: 2006 Edition: 1 \$69.95 USD Product Line: McGraw-Hill Professional McGraw-Hill Professional Related Titles by Category:
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book at the pre-publication price of \$52.00 plus shipping. Please call or e-mail us today at MBBPBook@PRIDE-in-Maintenance.com with your name, address and complete contact info. We will reserve your autographed copy of **Maintenance Benchmarking and Best Practices** and ship it to you after the May publication.

We will send you immediately the free E-Book; "Maximizing Maintenance for Profit-Optimization".

When this book is published in May, we will reconfirm your order with you. Before shipping we provide an electronic invoice to you for payment. We accept credit card payments; MasterCard and Visa through PayPal. Also visit our web site PRIDE-in-Maintenance.com for many other free publications and our complete 2006 Training for Maintenance Excellence catalog and a current public WorkShop schedule.

What Two Top Leaders Say About This Book

"Top Leaders of manufacturing must understand the true value of maintenance. They must have an equivalent Chief Maintenance Officer (CMO) at or near the top. This book can help Top Leaders with either profit optimization or better customer service or both. My experience as the Worldwide VP for PC Manufacturing at IBM proved the key points found in this book. The author's worldwide experience is shared very well in this book for you to apply in your own manufacturing operation. A must read for Top Leaders as well."

Richard L. "Dick" Daugherty- Raleigh, NC USA (Retired)
State of NC IBM Executive, Research Triangle Park, NC and
Vice President of IBM Worldwide PC Manufacturing

"Maintenance excellence is mission-essential for our military forces and for public school systems at all levels across the USA. This excellent book will be your guide as a leader. It is based on maintenance excellence experiences of the author during his twenty-six years of service in the North Carolina Army National Guard in infantry and engineer units at all levels plus his concurrent professional career. The high cost of gambling with poor maintenance can be deadly to your organization. Maintenance excellence should be a priority goal for facilities and fleets. Maintenance excellence is an ongoing critical need in any organization. This book will help you as a leader at any level to take charge of your maintenance program in order to promote maintenance excellence."

BG Kenneth R. Newbold is retired from the NCARNG and retired from
Superintendent of Greensboro Public Schools. General Newbold commanded the 30th Separate Mechanized
Infantry Brigade, NCARNG while active in the North Carolina Army National Guard.

The Maintenance Excellence Institute

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Schedule a Business Retreat/Vacation at Oak Island, NC

Welcome to The Maintenance Excellence Institute's Retreat and Small Conference Center

Current and Future Client's of TMEI Schedule Your Team Today!

Our oceanfront retreat site "The Breakwaters" is now available for scheduling by clients of TMEI. Located on beautiful Oak Island this is the place to schedule an event for a team meeting of up to 12 people. We are only 1 hour from Myrtle Beach, SC and this area provides some of the best golf and fishing you can find. WorkShop attendees who have come here for public events call it "the best place possible for training".

"The Breakwaters" sleeps 10 comfortably and is uniquely isolated; facing due south on the Atlantic Ocean without neighbors for up 200 yards to your east or west. The Ocean Crest Motel (Shown at Right) is .7 miles west and has excellent off season rates so you can bring the entire family. Their pay for "5 Nights and Stay 7 Nights" plan is an excellent value year round.

Every Maintenance Leader Needs a Business Retreat/Vacation at Some Point in a Long Career!



OCEANFRONT RETREAT SITE--RIGHT IN THE MIDDLE OF A SEA TURTLE SANCTUARY

Maximum Occupancy: 13 – Normal Occupancy: 10
4 Bedrooms, 2 Baths, 2 Roll-a-Way Beds & 2 Sleep Sofas
Digital Cable TV all rooms, DVD/VCR & 2 Outside Showers
Computer with Internet Access and Maid Service
Enjoy the Covered Front Deck with Turtle Watch & the
Lower West "Sunset Deck" with Sweetheart Swing
For TEAM FUN TIMES
Surfing, Beach Walking (Just .7 miles to Ocean Crest
Fishing Pier), Volley Ball & Basketball Courts,
Horseshoes, Croquet & Tennis and Sand Castle
Equipment+ Gillnet Fishing, Surf Fishing and Chartered
Offshore Trips Address: 2625 East Beach Drive,
Oak Island, NC 28465

Call Today for Availability and Reservations

Contact Bob Gaskins or Pete Peters Directly to Schedule a
Site Preview or an Event for Your Organization's Team:

Direct Cell: 919.280.1253 Office: 919.270.1173

E-Mail: Pete@PRIDE-in-Maintenance.com

Or BobGaskins@PRIDE-in-Maintenance.com

Contact Oak Island Accommodations for Larger Events or
to Just Plan a Family Vacation at Beautiful Oak Island, NC
1-888-243-8132 or www.oientals.com



Ocean Crest Motel/Pier: For Reservations Call Emily Vedra
at 910.278.3333 (0.7 Miles West of Breakwaters)



Beach Security Is Very Good!



Fishing Can Be Excellent!



Old Confederate Forts; Fisher & Caswell are Educational!

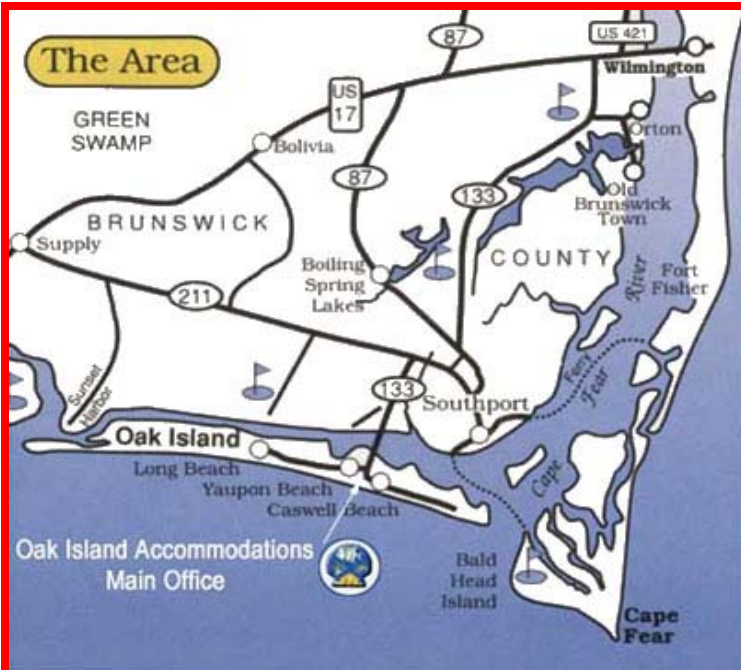


Oak Island's Sunrises and Sunsets Are Priceless

Schedule a Business Retreat/Vacation at Oak Island, NC



The Oak Island Golf Club (OIGC) has agreed to host The Maintenance Excellence Institute's 2006 public WorkShops. Cost effective rates for both golf and deep sea fishing are available to all attendees who come early or stay a few extra days



Oak Island is less than a 45 minutes drive to the Southwest from Wilmington, NC. To find us from the north take I-95 South to I-40 East. Exit onto Route 53 West to Route 421 South. Then take US 17 toward Myrtle Beach turning left on Route 133 South (River Road) to Oak Island. Watch for signs directing you to "Brunswick County Beaches" and "Oak Island". The Oak Island Golf and Country Club is located on the left just after you cross the inland waterway bridge on Hwy. 133 to Oak Island.

**Every Maintenance Leader
Needs a Business
Retreat/Vacation at Some Point in a
Long Career!**



Our WorkShop site at OIGC has beautiful scenery of the ocean, the beach and the golf course just outside the windows of the conference/dining room. The Food is Excellent and all lunches and one evening meal is included you're your registration.



Special Reservations are available for Deep Sea Fishing for half or full days out of South Port. Wilmington International - Wilmington, NC (ILM) is located 30 miles from Oak Island in Wilmington, NC.



Fort Fisher is located a short NC Ferry Ride across the Cape Fear River from South Port. Bring your family with you to the TMEI WorkShop of your choice and give them a mini-vacation.

**Call Bob Gaskins Now and
Make Your Plans Today!**

919-270-1173

Top 10 THINGS I NEED TO DO FOR SUPPORT TO MAINTENANCE EXCELLENCE

The Maintenance Excellence Top 10 List at _____

Rank	Description	Key Target Dates: S=Start %= Status By Month C=Complete											
		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
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What:													
2													
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5 Areas Where The Maintenance Excellence Institute Can Help Me

A	Training			Mar		May				Sept			
What: Attend Training for Maintenance Excellence on Oak Island or Plan/Schedule In-House to SAVE\$													
B	Direct Support					May							
What: Call Pete Peters at 919-280-1253 to See How a Scoreboard Assessment Will Help Me Get Better Support													
C	Indirect Support			Mar				July					
What: Check out all the New Free Publications for Download at www.PRIDE-in-Maintenance.com													
D	Business Retreat				Apr 07					Sept			
What: Organize a Business Retreat on Oak Island; 2 days of Custom TMEI Training (or Team Work) & One Day of Team Fun Day + Long Weekend													
E	Read New Book					May				Sept			
What: Reserve Copy of New McGraw-Hill's New Book By Pete Peters , Save 25% and Read It on The Beach													