Welcome to MEI’s Very First Public Training for Maintenance Excellence Event

The Maintenance Excellence Institute has scheduled our very first public “work shop” on Oak Island, NC from May 17-21, 2005. This is a 4.5-day professional development event for Maintenance Benchmarking and Best Practices. It will be tailored for five types of maintenance operations; plant, fleet, facilities, healthcare and golf course/landscape operations.

Why This Work Shop? A clear understanding of today’s best practices is so important to their successful application. We have helped several very large organizations develop a client specific Scoreboard for Maintenance Excellence. We have found that concurrent best practice training is necessary when a client specific Scoreboard is being developed. Due to these successful projects, MEI decided to offer this event as our first public offering.

Work Shop Deliverables: This work shop provides a Scoreboard that is unique to your operation and three of important deliverables in easy to use Excel format.

1. A Scoreboard for Maintenance Excellence that is unique to each attendee’s operation for benchmarking against today’s best practices.
2. The CMMS Benchmarking System is to support gaining maximum value from an existing CMMS & to define improvement needs and functionality gaps.
3. The Maintenance Excellence Index as a powerful, performance measurement process to validate & to benchmark your monthly results at the shop level.

Attendees also receive an extensive set of work shop references on CD. This work shop is based on MEI Founder, Ralph W. “Pete” Peters’ upcoming book from McGraw-Hill: Maintenance Benchmarking and Best Practices: A Profit and Service-Centered Approach. Each attendee organization receives a copy of this book as soon in 2005 as it becomes available.

Your Results: Attending this event give rights for using & applying your Scoreboard to your operation for self-assessments. Results will be strategic, tactical and operational and “Do It Now” plans of action for the 27 best practice topics we will cover.

The Scoreboard for Maintenance Excellence

Our current 2005 Scoreboard for Maintenance Excellence has 27 best practice categories and over 360 best practice items. Our Scoreboard best practice categories will be used as discussion topics and will be the baseline for building your Scoreboard for Maintenance Excellence. All 27 best practice categories will be covered as part of this 4.5 day work shop and learning adventure.

A Work Shop for an Organizational Team: This will be a true work shop and we prefer that a 2-3 person team come and work together. There will be scheduled Team Work with facilitation support from MEI’s Alliance Team organizations. We invite “Top Leaders”, “Maintenance Leaders” & “Craft Leaders” to come as a team of three.

It Is Not Over When It Is Over: This work shop “is definitely not over when it’s over”. Following completion of this event, there is a personalized follow-up scheduled for each organization attending. Personal follow-up and one on one coaching is to help you apply your Scoreboard for Maintenance Excellence as a self assessment tool and to apply the key topics from the work shop.

Take an Important First Step: This training process, like the new book is for the public & private sector. It will help provide an important first step toward improving the maintenance process & the business of maintenance in your operation.

If results from this work shop do not provide a return on investment to cover your time & training costs, a complete refund will be provided to you.

Payment Options:

a) Provide Purchase Order # and MEI will send an electronic invoice to bill your organization direct b) Send check payable to The Maintenance Excellence Institute c) We accept credit card payments via:

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Maintenance Benchmarking & Best Practices

This workshop will cover these best practice topics and provide the following results for your training investment:

1. You receive our baseline Scoreboard for Maintenance Excellence in Excel format with complete instructions for using it in your type of operation. Before the workshop you will perform a self assessment before attending our workshop & sent back to MEI before start date.

2. Best Practice Topics to Be Presented

Ralph W. “Pete” Peters and other MEI Alliance Team Members will provide presentations on maintenance best practices to include (in the order from The Scoreboard for Maintenance Excellence):

   a. The Types of Maintenance Organizations and How to Improve Total Operations Culture & P.R.I.D.E. in Maintenance
   b. Why Craft Skills Development & Operator-Based Maintenance are Important?
   c. Effective Supervision & Leadership Skills
   d. Why Maintenance is an Internal Business, Work Management and Cost Control:
   e. Improving Shop Level & Shutdown Planning & Scheduling and Project Management
   g. Developing a More Effective Preventive Maintenance/Lubrication Program
   h. Gaining Maximum Value from Predictive Maintenance & Other Technologies Like RCM
   i. Maintenance’s Role in Energy Management
   j. Safety and Regulatory Compliance: 1 Option
   k. Why Engineering Support is Essential?
   l. Maintenance’s Role in Quality Improvement
   m. Achieving and Validating Results With Your Maintenance Excellence Index
   n. Maximizing the Value of your CMMS as Your Maintenance Business System
   o. Shop Facilities, Special Equipment & Tools
   p. Continuous Reliability Improvement: How CRI Goes Well Beyond TPM and RCM

Other Scoreboard Topics Include:

- Process Control, Building Automation and Instrumentation Systems Technology
- Critical Asset Facilitation and Overall Equipment Effectiveness (OEE)
- Overall Craft Effectiveness (OCE)
- Critical Asset & Facilities Condition Evaluations

3. Team Work and Idea Sharing: This event is to include representatives from all types of maintenance operations in the USA and from other countries. Organizational teams will work together and individual attendees will be grouped with like maintenance types when possible. All attendees will get a good flavor for maintenance outside their type of operation. Formal team presentations of Team Work during practical exercises will be scheduled. A session devoted to Idea Sharing by attendees is planned.

4. All Workshop Sessions Videotaped: All presentations by MEI facilitators and attendee Work Teams will be videotaped and available for a very small fee.

5. A New Book plus Extensive Reference Materials & Tools Provided: All attendees will receive complete workshop materials plus additional references on a CD. A copy of the upcoming book from McGraw Hill by Ralph W. “Pete” Peters on Maintenance Benchmarking and Maintenance Best Practices will be provided to each organization represented.

6. Each Participating Organizations Receives Reproduction Rights for Workshop Materials: All material from our PRIDE-in-Maintenance.com web site is free except for our Scoreboards for Maintenance Excellence. Well over 5,000 organizations in 60 plus countries have benefited from our free on line resource library. As a workshop attendee, your organization receives full rights to use The Scoreboard for Maintenance Excellence for internal benchmarking of your maintenance operation and reproduction rights for all workshop materials.

7. SAVE 33% for TEAM of Three: Sign up today and before April 15, 2005 and get three people enrolled for the investment for only two people and a Total Savings of 33%.
8. **Tour of a Maintenance Operation is Planned:**
A tour of a plant, fleet, healthcare, golf course or a facility maintenance operation is planned. Participants will be from these different types of operations and again, a three-person team from your operation is preferred.

9. **Work Shop Location:**
Our work shop site is The Island Way Restaurant whose motto is “The only thing we overlook is the ocean.” The primary hotel is the Ocean Crest Motel at [www.ocean-crest-motel.com](http://www.ocean-crest-motel.com). Both of these facilities adjoin one of the best fishing piers in NC, the Ocean Crest Pier [http://www.oceancrestpier.com](http://www.oceancrestpier.com) and are within 100 feet of the Atlantic Ocean on the coast of NC.

10. **Your Training Investment:**
The investment per single attendee is $990 but for a team of three it is $1980 for a direct savings of 33%. Breakfast, lunches, and one evening meal are all included. A special evening/dinner get-together at the MEI Retreat and Small Conference Center just a 0.7 mile walk is also included for attendees and their spouses/friends.

11. **Payment Options:**
a) Provide a purchase order # and MEI will send an electronic invoice to bill your organization direct
b) Send check payable to The Maintenance Excellence Institute
c) We accept credit card payments via:
![PayPal](https://www.paypal.com/)

12. **MEI Contacts:**
E-mail Bob Gaskins or Pete Peters or call MEI at 919-270-1173 (Raleigh), 910-201-9906 (Oak Island) or 919-280-1253 Direct to MEI Founder.

**If Not This Event See Our 2005 Training for Maintenance Excellence Schedule**

**Other Accommodations on Oak Island:**
- [Oak Island Accommodations Inc.](http://www.oiaarentals.com) for 3-4 bedroom beach houses
- [Blue Water Point Motel & Marina](http://www.bluewaterpointmotel.com)

**Make Plans Now!**
To discuss more specific details about work shop or for help with planning this event at your site, please contact:

**The Maintenance Excellence Institute**
6809 Foxfire Place, Suite 100, Raleigh, NC 27615
2625 East Beach Drive, Oak Island, NC 28465
Call: 919-270-1173 or 919-280-1253 & Fax: 919-846-9804
E-Mail: info@PRIDE-in-maintenance.com

**Why Training for Maintenance Excellence?**
Our Training for Maintenance Excellence Service is a very essential element of our approach to providing both **Maintenance Excellence Services** and **Operational Services**. We recognize the importance of maintenance to an organization’s successful pursuit of world-class status. The **Training for Maintenance Excellence** suite of offerings focuses on creating organizational awareness & the internal understanding that maintenance must be managed and led as profit or service-centered. Successful implementation of today’s best practices requires changes in philosophies, attitudes and the application of technical knowledge. **Training for Maintenance Excellence** can provide a measurable return on investment to justify your training dollars.

**Our Training Capabilities**
For helping achieve total operations success, we provide extensive training capabilities when needed as part of a **Maintenance Excellence Services** project. Our sessions have been presented worldwide through our Alliance Team Member group, by selected conference producing organizations and by various universities. A complete course catalog with class descriptions is available.

**Understanding the Value of Maintenance!**
Regardless of the type of operation, Top Leaders must understand the value of maintenance. Maintenance Leaders must develop and nurture an organizational culture that clearly supports long-term continuous maintenance improvement. **Training for Maintenance Excellence** supports our belief in the basics and building upon basic best practices as the foundation for maintenance excellence.
**Customized Training for Your Operation:**
It is essential that excellent attitudes toward maintenance exist within each client operation whether it is a manufacturing site, a large university facilities complex, a healthcare facility, or a fleet operation.

An in-house presentation tailored specifically to your organization will normally be the most cost-effective approach. The cost per participant becomes an extraordinary value when from 20 to 25 participants attend. All courses include extensive course materials.

**Selected Dates from Over 35 Training for Maintenance Excellence Course Offerings**

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<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
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<tbody>
<tr>
<td>TMML5:</td>
<td>Total Maintenance Management and Leadership: The Seminar for Maintenance Excellence (5 days)</td>
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<tr>
<td>TMML3:</td>
<td>Total Maintenance Management and Leadership: The Seminar for Maintenance Excellence (3 days)</td>
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<tr>
<td>DYSME5</td>
<td>Maintenance Benchmarking &amp; Best Practices 4.5 Days May 17 to 21 &amp; Nov 8 to 12 on Oak Island, NC</td>
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<tr>
<td>PIM3:</td>
<td>PRIDE in Maintenance I, II &amp; III Sept 6, 7, 8th on Oak Island, NC</td>
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<tr>
<td>EMPSS:</td>
<td>Effective Maintenance Planning, Estimating and Scheduling (5 days) May 23 to 27th &amp; Sept 26 to 30th on Oak Island, NC</td>
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<td>PMETP2:</td>
<td>Project Management and Estimating Techniques for Planners (3 days) To Be Scheduled</td>
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<tr>
<td>PCM1:</td>
<td>Profit-Centered Maintenance: The New Millennium Strategy for Maintenance Excellence (1 day)</td>
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<td>MMSO3:</td>
<td>Modernizing the Maintenance Storeroom Operation (3 days) Oct 4 to 6th on Oak Island, NC</td>
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<td>CRI2:</td>
<td>Continuous Reliability Improvement: Going Beyond RCM and TPM (2 days)</td>
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<tr>
<td>MPMT2:</td>
<td>Maintenance Performance Measurement Techniques (2 days)</td>
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<tr>
<td>DRPTACE 4:</td>
<td>Developing Reliable Planning Times With Your A.C.E. Team (4 days) Oct 17 to 20th on Oak Island, NC</td>
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<td>CMMS2:</td>
<td>Implementing Effective CMMS for Enterprise Asset Management (2 days)</td>
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<td>MTEAM2:</td>
<td>Implementing Effective Continuous Reliability Improvement Teams (2 days)</td>
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<td>MLEAD2:</td>
<td>The Dynamics of Modern Maintenance Leadership (2 days)</td>
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<tr>
<td>DEPPM2:</td>
<td>Developing Effective Preventive and Predictive Maintenance Programs (2 days)</td>
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<tr>
<td>CMO1:</td>
<td>Developing Your Chief Maintenance Officer (1 day)</td>
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<tr>
<td>CMOME1:</td>
<td>Maintenance Excellence Strategies for the Chief Maintenance Officer (1 day)</td>
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**MEI Contacts:** E-mail Bob Gaskins or Pete Peters or call MEI at 919-270-1173 and 919-280-1253 or www.PRIDE-in-Maintenance.com/ E-Mail: info@PRIDE-in-maintenance.com
Welcome to Oak Island, North Carolina and 2625 East Beach Drive
A Preferred Client Business Retreat Site and Small Conference Center for
The Maintenance Excellence Institute

AN OCEAN FRONT RETREAT SITE in a SEA TURTLE SANCTUARY
Maximum Occupancy: 13 – Optimum Occupancy: 10
4 Bedrooms, 2 Baths, 2 Roll-a-Way Beds & 2 Sleep Sofas
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with Turtle Watch, West “Sunset” Deck with Sweetheart Swing,
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Plus Licensed Gill Net Fishing Permit/Equipment & Boat
Address: 2625 East Beach Drive, Oak Island, NC 28465
E-Mail: MEIRetreat@PRIDE-in-Maintenance.com
Contact Bob Gaskins or Pete Peters to Schedule a
Site Preview or an Event:
919-270-1173  or  910-201-9906
For Larger Events Contact Oak Island Accommodations Inc. at:
1-888-243-8132  or  www.oiarentals.com

2005 Event Schedule
March 1st to November 12th
March 17-20: St. Patrick’s Retreat
March 27: Easter Sunrise at Fort Caswell
May 6-8: Mothers Day Celebration
May 17-21: Maintenance Benchmarking and Best
Practices
May 21 @ 1:30 PM: Second Annual
Maintenance Excellence Institute Golf Classic
May 23-27: Maintenance, Planning, Estimating
and Scheduling
June 4-Sept 3: Confirmed Reservations
Sept 3-5: Craft Labor Day Celebration
Sept 6: PRIDE in Maintenance for Craft Leaders
Sept 7: PRIDE in Maintenance II for Crafts and
Maintenance Leaders
Sept 8: PRIDE in Maintenance III for Crafts,
Maintenance Leaders and Top Leaders
Sept 9-11: MEI/McGraw Hill Book Celebration for
Maintenance Benchmarking and Best Practices:
A Profit and Service-Centered Strategy
and Scheduling
Oct 4- 6: Modernizing Your Maintenance Storeroom
October 17-20: Developing Reliable Planning
Times With Your A.C.E. Team
Nov 8-12: Maintenance Benchmarking and Best
Practices & Veteran’s Day Celebration