



**SCANDINAVIAN ACADEMY**  
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# Course: Maintenance Auditing, Benchmarking & Improvement (Professional Maintenance Auditor)

Code	City	hotel	Start	End	price	Hours
578	Auckland (New Zealand)	Hotel Meeting Room	2025-01-27	2025-01-31	5950 €	25

## INTRODUCTION

Organisations increasingly need to make improvement a key part of their culture in order to remain cost competitive. The same is true of Maintenance Organisations. Maintenance Departments are increasingly under pressure to improve performance and reduce costs. This program looks at Maintenance Auditing and Benchmarking as two key tools that can be used as the basis for driving the improvement process in maintenance, by identifying best practices, gaps with current practices and assist with the formulation of strategies to bridge such gaps. In addition, we address how Auditing and Benchmarking can become an integral part of a maintenance management strategy by integrating such activities into maintenance performance measures, key performance indicators and objective setting.

## WHO SHOULD ATTEND?

This programme addresses the needs of a diverse audience with an interest in Maintenance Management, Maintenance Improvement and the use of techniques such as Maintenance Auditing and Benchmarking.

### The program should be of interest to:

- General Managers who have oversight responsibility for Maintenance Management and Maintenance organisational units
- Operations and Maintenance Managers with direct line responsibility as well as



- staff support responsibility for Maintenance
- Maintenance Supervisors, Maintenance Engineers and Maintenance Planners and Schedulers

## **PROGRAMME OBJECTIVES**

**The objectives of this programme are to provide participants with an awareness and working knowledge of how to:**

- Audit their maintenance operations
- Conduct a maintenance benchmarking study
- Use the results to establish and monitor an effective improvement strategy
- Establish Auditing and Benchmarking as a key element of their maintenance management strategy

## **TRAINING METHODOLOGY**

Maintenance Auditing and Benchmarking is a hands-on, stimulating learning experience. The program will be highly interactive, with opportunities to advance your opinions and ideas. Participation is encouraged in a supportive environment. To ensure the concepts introduced during the program are understood, they will be reinforced through a mix of learning methods, including lecture style presentation, open discussion, case studies, simulations and group work..

## **PROGRAMME SUMMARY**

This programme covers all the essential skills necessary to understand how an effective and efficient maintenance function is implemented, supported and improved. This includes the use and application of a standardised maintenance management audit methodology consistent with the recognised maintenance excellence framework to assess the current state of maintenance and identify opportunities for improvement.



Similarly, participants will learn how plan, conduct and interpret the results of a benchmarking study which has been adapted to the need of maintenance.

## **PROGRAMME OUTLINE**

### **DAY 1 - Introduction and Foundation Concepts**

- Introduction to Auditing and Benchmarking
- Introduction to Maintenance Processes
- Approaches to Maintenance Management and Improvement
- Introduction to Maintenance Management Benchmarking Frameworks

### **DAY 2 - Maintenance Auditing**

- Maintenance Performance Measures and Metrics
- The Maintenance Auditing Process
- Maintenance Auditing Methodology
- Conducting a Maintenance Audit
- Maintenance Audit Simulation Case Study

### **DAY 3 - Maintenance Auditing and Benchmarking**

- Maintenance Audit Simulation Case Study
- Using Maintenance Audit Results to Plan Improvement Strategies
- Introduction to Benchmarking
- The Maintenance Benchmarking Process
- Maintenance Benchmarking Methodology
- Benchmarking Tools and Techniques

### **DAY 4 - Maintenance Benchmarking and Performance Measurement**

- Benchmarking Tools and Techniques (continued)



- Designing and Preparing for a Benchmarking Study
- Selecting Benchmarking Partners
- Preparing for an conducting the benchmarking visit
- Reporting results of Benchmarking and Auditing Studies
- DuPont Analysis - Advanced Benchmarking Conducting a Maintenance Benchmarking Study

## **DAY 5 - Auditing, Benchmarking and Maintenance Improvement**

- Benchmarking Simulation Case Study
- Integrating Benchmarking resulting into improvement and objective setting processes
- Integrating Maintenance Auditing and Benchmarking into the Performance Measurement System to establish improvement objectives and strategies
- Review of Best Practice Benchmarks and Case Studies
- Conclusion



**The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

- **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

- **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

- **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

- **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

- **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

- **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

- **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

- **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

- **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

- **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include buffet sessions for light meals during lectures.