

SIPOC

Suppliers (Either Internal / External)	Inputs (what do you receive)	Requirements (what are the requirements from the Inputs) Related to <ul style="list-style-type: none"> • Specifications • TAT • Details 	Key Process steps	Output (what do you release or goes out from your activity)	Requirements (What are the expectations & details required from your activities including TAT)	Customers (Either Internal / External)
Prod/ RM/ Safety dept	Maintenance request against breakdown, abnormality	Service description & Equipment/ Location	<ul style="list-style-type: none"> • Inspection/ Identification/ understanding of request • Availability of material and manpower resource • Work permit & isolation • Execution of job • Closure of work permit & isolation 	Execution of job/ Successful trial & closure of request	Response time, duration & quality of job	Prod/ RM dept
Prod	Availability of plant	Availability target of 97.78%	<ul style="list-style-type: none"> • PM & CBM compliance during run/ stop checks • Analysis of last year major downtime • Action plan with responsibilities & target date • Timely Completion of actions • performance evaluation & its 	Desired Availability of plant	Time period and performance evaluation	Prod

			monitoring			
Commercial	Technical offers/ quotation	Technical Evaluation	<ul style="list-style-type: none"> • Comparison of offers • Identification of acceptable offers 	Technical Evaluation report	Time period	Commercial
Stores	Critical spares availability	Item no., stock, plant/ unit	<ul style="list-style-type: none"> • Pending PR/ PO report • Creation/ approval of PR 	PR	Specification, quantity, delivery date etc.	Commercial
Mechanical	Electrical Isolation of drive	Equipment/ Location, LOTO	<ul style="list-style-type: none"> • Electrical Isolation • LOTO 	Shutdown slip	Response time, duration	Mechanical
Electrical/ Mechanical	Motor connection-disconnection/ Decoupling/ dismounting/ Drive trial	Equipment/ Location, Production clearance/ Work-permit	<ul style="list-style-type: none"> • Drive connection • Current checking/ drive direction 	Successful trial	Normal current and correct drive direction	Production
Design	Design notification	Technical details	<ul style="list-style-type: none"> • Create design notification • Original drawing (if available) 	New/ Revised drawing	Accurate Technical details	Mechanical/ Electrical
Stores	Issuing material	WO no., authorised requisition slip	<ul style="list-style-type: none"> • Creation of WO • Creation & authorization of slip 	Receipt of material	Correct material in right quantity	Mechanical/ Electrical
Stores	Material receipt report pending for inspection	Daily	<ul style="list-style-type: none"> • Physical checking for quality/ dimensions 	Material inspection (Acceptance-Rejection)	Accuracy, response time, time duration	Stores

MEASUREMENT MATRIX

Sr. No.	Parameter of Measurement	Unit	Frequency	Target & Tolerance	Method of Measurement	Responsibility	Review Forum
1.	Closure of Break-Down notification	No of hours	Daily	Max 24 hrs for plant downtime and within budget	Report through SAP	Engineer In-charge	AO war room/ Daily
2.	Closure of MR notification/ abnormality	No of days	Monthly	Max 30 days	Report through SAP	Engineer In-charge	AO war room/ Daily
3.	Availability of insurance & vital spares	%	Monthly	100%	Report through SAP	Engineer In-charge	Monthly MIS
4.	Elimination of unsafe conditions and acts	No. Of points	Monthly	100% -5%	Safety master file/ Safety rounds	Engineer In-charge	VAB EXCO/ Weekly
5.	Service level agreement	%	Monthly	100%/-20%	Evaluation of Parameters	H.O.D. Maintenance Area Engineer	Monthly AO audit
6.	5S score	%	Monthly	70%	Monthly audit	Engineer In-charge	Monthly AO audit
7.	AO score/ Migration to AO advance	%	Monthly	80%	Monthly audit	Engineer In-charge	Monthly AO audit
8.	Fans Operation/ Noise level	dB	Quarterly	Max 85 db for 8 hrs	Recording of noise level in db	H.O.D. Maintenance Area Engineer	
9.	Oil consumption & Oil return to store	L	Monthly	65% used oils to return back to store as compare to issue.	Report through SAP	H.O.D. Maintenance Area Engineer	
10.	Maintenance cost per ton	Rs./ton	Monthly		Report through SAP	H.O.D. Maintenance Area Engineer	Monthly OR
11.	RM Spillage				Visual	Engineer In-charge	
12.	Specific Energy consumption	KWh/ton	Daily	Plant-wise target	EMS report	Energy Manager	AO war room/ Daily
13.	Imparting training as per calendar	Nos.	Monthly	100%/-10%	Training book/ checklist	H.O.D. Maintenance	Monthly MIS

14.	Timely inspection and receipt of material in stores	Day	Daily	<= 3 days	Receipt report	Area Engineer	VAB EXCO/ Weekly
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