Reliability Excellence For Managers Workshop

Introduction:

Reliability Excellence for Managers (RxM) teaches the true meaning of reliability, as well as the tools and processes required to develop, implement and sustain world-class reliability-based performance and a culture of continuous improvement. The class is delivered in four sessions for 5 days. Over the four-part course, you will build a business case for Reliability Excellence. You will learn how leadership and culture impact a change initiative, and how to become a change agent to help keep your company agile and competitive. You will become aware of the business processes associated with world-class performance. Finally, you will build a plan to strengthen and stabilize the change for reliability. Join the RxM alumni who know how to apply the tools and processes of the same exclusive Life Cycle Engineering Reliability Excellence program that has been successfully implemented by leading companies around the world.

Who Should Attend?

Reliability Excellence for Managers is ideal for corporate and plant managers, as well as those engaged in continuous improvement initiatives such as Lean, TPM and Six Sigma. Suggestions include Chief Operating Officer, V.P. Operations, General Managers, Plant Managers, Corporate Reliability Managers, Maintenance Managers and Operations Managers.

Course Objectives:

At the end of this BTS training, you will learn to:

- Understand the concepts of costs, capital, profit and ROI
- Understand the cost impact of unanticipated failure
- Apply proactive policies to reduce future maintenance costs
- Structure and analyze failure data to reduce repetitive failures
- Identify root causes of unanticipated failure costs
- Reduce resource costs through efficient work management practices

Course Outline:

Session 1 - Building the Foundation for Rx

- State the driving factors behind an Rx-based transformational change initiative
- Build a business case for Rx
- Outline the overall philosophies of Reliability Excellence and the Rx model
- Develop Rx functional roles, responsibilities and partnerships within the organization
- Recognize the need for management commitment and active leadership throughout the transformation
- Define governing principles: common vision, shared values, objectives and goals
- Describe how to build an enabling infrastructure, including organizational structure, budget and cost management
- Recognize the correlation between OHS and reliability
- Explain how Rx enables LEAN, Six Sigma, TPM and continuous improvement
- Discuss the importance of employee involvement and methods to engage employees in Rx
- Create an Rx A3 that defines both the change and clear vision of the future state

Session 2 – Leading and Managing Change

- Differentiate between being effective and efficient with people
- Differentiate between technical and transformational change
- Assess how systems, structures and leadership style affect a change initiative
- List five critical success factors for implementing change
- Describe four change roles and their primary activities
- Summarize physiological and psychology effects of change
- Use active listening to manage individual change
- Identify risks associated with an Rx Implementation
- Develop an Rx risk management plan
- Prepare tools to support an Rx implementation

Session 3: Best Practice Business Processes and Optimization

- Discuss the role of standardized processes and procedures.
- Summarize the critical role of work management in success and sustainability
- Discuss methods to lower total cost of ownership and extend useful life of capital assets
- Examine how to eliminate waste and non-value activities by implementing a loss elimination process
- Define key requirements of effective materials management and handling
- Define the responsibilities of an effective procurement function
- Discuss how the reliability engineering function manages risks and optimizes performance
- Outline an effective Life Cycle Asset Management program
- Justify the need for a Management of Change process
- Describe how information management tools and best practices are critical to sustaining Rx
- Use learning best practices to support a workforce development program
- List the supervisory behaviors that promote reliability

Session 4 – Sustaining Reliability and Continuous Improvement

- Develop Rx key performance indicators (KPI) to drive and manage performance
- Discuss how a company dashboard and balanced scorecard report Rx progress to leadership
- Use a role and responsibility matrix to increase employee engagement
- Discuss 4 components of audits and assessments that support continuous improvement
- Discuss how equipment history and asset process design sustain reliability
- Use tools to support work management, improve the work environment and productivity
- Draft a master plan to a successful Rx transformation
- Complete a business case for Rx