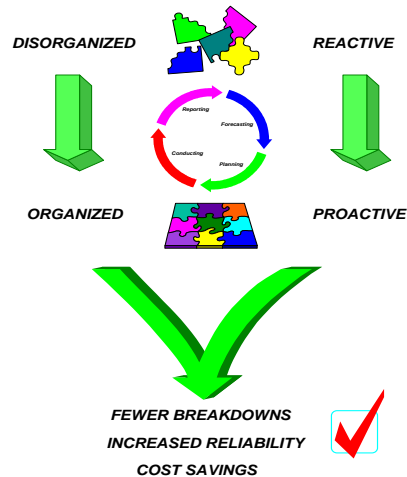


Process Benchmarking on Maintenance Management Practices



Information collected during the first two iterations of the Canadian Water and Wastewater Utility Benchmarking project saw that many of the participating municipalities were examining computerized maintenance management systems as a means to implement improved maintenance practices and improve overall utility efficiency.

After developing a performance measure to monitor “proactive” maintenance from “reactive” maintenance (using Planned vs. Unplanned work hours), Earth Tech lead an examination into specific best practices as they relate to municipal utilities. 22 municipal utilities were surveyed as to current maintenance management practices and associated computer systems.

The following opportunities were seen as the best and most immediate opportunities for utilities to improve maintenance efficiency:

1. Utilize a Work Order priority code that results in the desired maintenance action actions,
2. Document complete work history: Include emergency Work Orders,
3. Ensure a complete and closed management loop prior to computerization (organize before you computerize).

While the above seems self evident, it was surprising to see the range of actual experiences. Very few utilities had implemented completely successful programs. Since publishing the process benchmarking report (as part of the Phase III Wastewater Utility Benchmarking Final Report), a number of Canadian utilities have adopted the planning framework to prepare functional requirements for successful CMMS systems.

PROJECT DETAILS

CLIENT: Over 20 Wastewater Utilities, as part of the Canadian Wastewater Utility Benchmarking Project

LOCATION: Canada Wide

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PROBLEM

Wastewater utilities in Canada continue to provide maintenance in a reactive manner, and without the benefits of maintenance histories to help them plan future Work Orders in the most efficient manner possible.

CHALLENGES

While advanced computerized maintenance management systems have been widely available for years, many installations fail to deliver promised results.

SOLUTION

Data on existing maintenance practices in order to identify best practice was collected from over twenty Canadian wastewater utilities. Success requires a linking of maintenance practices and activities to data and information.

BENEFITS

Adoption of a standardized method to compare maintenance management practices and the establishment of a framework to allow municipalities make meaningful progress with a high chance of success.