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Do you sense there are not enough craft or skilled trades people in your organization? Are there indications of low employee engagement? Do you hear "we can't get any work done around here?" Most organizations have experienced these symptoms at some point. Initial responses may be to blame the people, the software, or a lack of training.

Ignore the blame - take the time to evaluate how your work is accomplished. What are the business processes used to request and approve work, to plan, schedule, execute, and close work out? What metrics are in place to determine the reactive level of the current environment? How do you currently assess process performance for planning and scheduling? This issue explores the answers to these questions and shows you how to help eliminate some of the hassles with completing jobs.

If you don't think people appreciate good planning and scheduling, ask yourself how you feel when you have to make more than one trip in a weekend to the local hardware store for your home improvement project!

How do I integrate maintenance into my production schedule?

By Tim Kister, author of [The Maintenance Planning and Scheduling Handbook](#)

Integrating maintenance into the production schedule isn't an easy task if the facility is operating in reactive mode. When the condition of equipment has been allowed to deteriorate to an unreliable state, integration is next to impossible. The condition and failures of the equipment result in the equipment determining the repair schedule. The events schedule the repairs and adversely impact the production schedule.

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Rx Today welcomes questions for experts to answer in future issues. Please send your questions to info@LCE.com



Planning and Zoo Keeping

By Al Emeneker



When was the last time you visited a zoo and enjoyed a leisurely stroll through the exhibits and 'interfaced' with the various fauna? For the visitor, a zoo is a place of quiet and reflection. For the flora and fauna, a zoo is home. For the zookeepers and all the others involved in the day-to-day operation, the zoo is a job! Granted, most of the zookeepers are there because it is a calling, an intense desire to 'be there and do that.' The zoo in my hometown of Columbia, South Carolina, is a wonderful place. It is well run, well managed, and well maintained by competent, enthusiastic people. They are people who basically live and breathe for the existence of the zoo and the wellbeing of the animals and plants.

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The logo for Emma, a text-to-speech service, consists of the word 'emma' in a lowercase, sans-serif font, followed by a stylized icon of a woman's face with glasses.