Key Success Factors to Achieving Reliability Excellence (Rx)

Life Cycle Engineering’s Reliability Excellence (Rx) Belief System

Life Cycle Engineering (LCE) is uniquely qualified to help you carry out your reliability improvement initiative based on more than 30 years of helping organizations like yours achieve success. Our Rx model and change management, program management and implementation methodologies have proven effective in hundreds of similar projects. Organizations seeking support for large-scale Rx implementations turn to LCE as the trusted source for solutions that work and are sustainable.

LCE has focused on reliability practices since its inception in 1976. Our client base includes single site companies as well as large corporations with multiple facilities. We successfully help our clients/partners change the culture within their organizations, adopt reliability best practices and realize their overall business objectives. We also insure our program is sustainable and forms the foundation for continuous improvement. Otherwise, we have failed.

OUR PROVEN APPROACH INCORPORATES THE FOLLOWING BELIEFS:

We believe that Rx is a business process re-engineering program that is transformational in nature; as a result, it should be treated as a strategic business initiative.

We believe that Rx has a major impact on business processes that will result in enhanced states of reliability and requires a profound change of an organization’s culture. We believe that changing culture – the sum of our behaviors – is fundamental to sustainability. We agree with Dr. Michael Hammer’s assertion that “the soft stuff is the hard stuff.”

We believe that creating equipment and process stability first through Rx creates the foundation for sustainable benefits from implementing new business systems and/or lean manufacturing tools. We believe that clients who have had Quality or Six Sigma training may significantly reduce program risk and level of effort because our implementation process maps directly to the DMAIC process (Define-Measure-Analyze-Improve-Control).

We believe that leadership must champion and actively participate in implementing Rx. Informed leadership and management must fully understand reliability and insure that resources are properly allocated. Reliability is an investment that reduces unit cost, increases availability, increases quality and improves safety. It is not a maintenance department cost-reduction project.

We believe in a production-led reliability strategy with production owning the assets. While production leads, everyone is responsible for reliability, just as everyone is responsible for safety. We believe that asset utilization losses stem from engineering, procurement, sales, operations, maintenance and management and that as a result, a sustainable solution requires significant input and change from all major functional groups. We believe forming partnerships between the groups is the first step toward removing barriers.
We believe in reliability best practices, founded on practitioner-based knowledge (validated through numerous professional organizations), as well as in the value of benchmarking within and across industries.

We believe you must assume ownership of any improvement initiative, process or practice. To sustain culture change, you must actively participate in its development and implementation.

We believe that beliefs must be changed before behavior changes. And, we believe that education and knowledge transfer are keys to changing beliefs. Without education and knowledge transfer, sustainable behavior change will not occur. We believe in “teaching you how to fish.”

We believe that we must at times be more directive than at other times. We are coaches. We are not players. As your trusted advisor, you will need to trust our advice and do what we ask you to do. You must avoid believing that you are different and accept that any significant change in our implementation approach creates a new risk to manage.

We believe that one of the most effective ways to instill change in your organization is to impact all levels in the organization. Our reliability professionals are experts in their specific fields and are able to relate to individuals across multiple levels. They are change agents as well as technical experts.

We believe that by using full-time employees trained in our delivery model we are able to deliver more consistently than those who utilize independent contractors.

We believe that we cannot ever over-communicate. Whether it’s between our management team and yours, between our consultants and your teams or between your management and your floor, it’s important to communicate, communicate and communicate.

We believe if we don’t measure it, we won’t improve it. We must overcome the natural resistance to measuring Rx benefits, so that the return on investment is clear to everyone involved. This responds to the need best stated by Vince Adorno, VP of Maintenance and Engineering, Alcoa: “show me the money!”

**“Show me the money!”**

Vince Adorno, VP of Maintenance and Engineering, Alcoa

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About LCE

As a leading maintenance and reliability solution provider for over 30 years, Life Cycle Engineering (LCE) (www.LCE.com) helps public and private enterprise gain increased profitability through greater capacity, lower operational costs, and decreased downtime. By combining a range of industry experts, unique processes with proven success, and a comprehensive array of educational courses, LCE has gained reputable status as the premier provider of innovative and successfully executed reliability and maintenance solutions worldwide.