



# Maintenance Management Certification: A Maintenance Planner's Perspective

We asked a Maintenance Planner who recently earned his Maintenance Management Certification to share his experience. Here's what he had to say about the classes, what he learned, and the impact he's had on his workplace.

## How have you been able to apply what you have learned in the courses you took to earn your Maintenance Management Certification?

I have been able to focus more on managing my backlog and working with our stockroom to kit more jobs for our craftsmen. My craft is the only craft which currently kits our PMs consistently, and I feel that it saves our mechanics valuable time. The next thing I would like to implement is having 'teams' within my craft to be assigned to specific work order types: PM team, Backlog Relief team, and Emergency (Breakdown) team. I learned about this in the MMS class, but it has been difficult to implement because I do not have direct control over resources. Once I can get the supervisor of my craft to buy in, I believe this will greatly increase our efficiency.

## Now that you have completed the certification, how do you expect it will help you in your professional development?

Not only have I learned valuable tools to implement at the Maintenance Planning (current) stage of my career, but I have been able to get a grasp on where our maintenance department as a whole needs to improve. Once I am able to move into a management position, I will already have a plan as to what I would like to change, and how I should go about it. This certification has given me the basic knowledge of what it means to be a world-class maintenance organization, and a standard to measure the success of our own organization.

## How do you think your organization will benefit from what you've learned?

If nothing else, this certification gives me a standard to strive towards. Although changes may be slow, we now have guidance to get us headed in the right direction. Taking the required classes at LCE is an eye-opener for anyone in maintenance, and I highly recommend that all planners and maintenance supervisors/managers attend these classes in order for everyone to get on the same page.

## What is a deliverable you have implemented, or are in the process of implementing, based on what you learned throughout the courses?

One of the recent changes I made was leveling our backlog with our available resources. To do this, I used the Backlog Calculator tool from the MMS course to determine how many work orders my crew should have on our total backlog to fall within the world class standard of 4-6 weeks. We determined that my crew should have around 330 work orders to fall within this standard, and we have been working diligently to get to that number. When I first accepted this position four years ago, my craft (General Maintenance) had over 700 work orders on our backlog. We are currently sitting just under 400. Although this isn't quite our target backlog, we are aware when our backlog gets high and are taking necessary steps to get it back down. This is a vast improvement from where we were.

## What would you say to someone who's wondering whether they should pursue their MMC?

It's definitely worth it, especially if you can get your management to buy into it. It is a great way to start making positive changes in your maintenance organization to support production.

Learn more about the MMC program by visiting [www.LCE.com/Institute](http://www.LCE.com/Institute) or calling us at 800-556-9589.