FMI

Pursuing Planned Maintenance

An introduction to planned maintenance

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In this guide...

> we take planned maintenance back to basics to dispel the confusion around the term.

What is planned maintenance?

Planned maintenance is an important part of good maintenance strategy. It allows facilities managers to approach maintenance proactively, rather than being solely reactive.

Key to the definition, is that work is planned in advance and done at specific intervals, rather than as a response to a particular event or stimulus.

When getting started with planned maintenance, it can be easy to become overwhelmed with advice and acronyms. In this guide we cut through the complexity and provide a practical approach for starting planned maintenance from scratch.

We will however define three important terms. These are the three types of maintenance, and how they relate to a planned maintenance strategy:

Reactive maintenance

Reactive maintenance is maintenance done in response to something breaking. It typically comprises the majority of maintenance, and is not part of a planned maintenance strategy.

Preventive maintenance

Preventive maintenance is work or inspections done to try to prevent breakdowns occurring. It is a core part of a planned maintenance strategy.

Corrective maintenance

Corrective maintenance occurs when a maintenance requirement is unearthed following a planned inspection. This type of maintenance is an outcome of a planned maintenance strategy.

Why perform planned maintenance?

Most facility managers recognise that relying solely on reactive maintenance is not ideal, and have a desire to move to a more proactive approach. This thinking is sound: there are proven, tangible benefits from implementing a planned maintenance strategy.

For facilities teams, planned maintenance helps to reduce reliance on reactive maintenance. Stopping potential issues before they emerge giving teams back precious time, and creating a less stressful environment.

Savings

Planned maintenance helps to keep assets in good working order, extending their life, and reducing the frequency of repair and replacement. Over the long term, this can lead to reduced expenditure on those assets.

Safety

Planned maintenance helps to keep assets and facilities in good working condition, which creates safer spaces by reducing the risk of unexpected breakdowns and hazards. All facilities must comply with workplace health and legislative safety regulations.

Business continuity

Planned maintenance can ensure service delivery levels are met, by prioritising those activities that support business continuity. Depending on the nature of your business, this could be anything from waste disposal to air conditioning in operating theatres.

Reduced environmental impact

Extending asset lifecycles, and reducing the frequency of replacement, can help to reduce the environmental footprint of the organisation. Additionally, knowing when an asset is coming to end of life, can support strategic asset replacement, supporting sustainable shifts to greener options.

Compliance

For many organisations, planned maintenance is how they meet compliance requirements. Preventive works such as system inspections are critical to attaining the permissions required for the organisation to operate. For example, occupancy permits, building warranty of fitness and essential safety measures. Generally, if a facility has any kind of occupancy, there's some form of planned maintenance requirement.

Challenges to planned maintenance

Getting started with planned maintenance can seem overwhelming. If you've ever put off implementing planned maintenance because you thought the cost was prohibitive, you didn't have enough time or your data wasn't good enough, you're not alone.

The good news is these challenges can be overcome with a simple, practical approach based on core principles.

Perceived cost

Enacting planned maintenance schedules comes with an associated cost, which create a perceived barrier to getting started. In reality, investing in planned maintenance is likely to minimise unexpected costs and potential reputational impacts of unplanned outages.

Lack of time

Over time, planned maintenance saves FM teams a ton of time, however, getting started does require a time investment. For teams who are already under the pump, struggling to stay on top of reactive work, a big bang approach to planned maintenance is unachievable. Instead, starting with a small amount of planned jobs and expanding over time allows teams to progressively unlock time savings gradually.

Data challenges

There is typically a misunderstanding of the amount of information required to get started with planned maintenance. While good quality, accessible data is of benefit, it is possible to get started with planned maintenance without it. The primary data requirement is to identify critical systems for compliance.

Getting started with planned maintenance

To avoid getting overwhelmed with planned maintenance, it's important to prioritise, rather than trying do everything at once. Resisting this temptation and starting with a small amount of planned jobs will allow you to build a solid, scalable process that supports continuous improvement.

You're likely already engaging in planned maintenance to some degree. A good example of this is fire sprinkler systems, a critical system for compliance. Typically, maintenance for these systems is outsourced. However, your organisation is still accountable to ensure these inspections meet compliance requirements and happen on that required schedule.

If you're looking to start realising the benefits of planned maintenance, there are three basic steps which will set you on the right track.

Understand compliance requirements

Identify critical systems

Set the schedule

Understand compliance requirements

Planned maintenance is critical to aligning with compliance requirements. All organisations will have mandatory requirements that must be met for the facilities to be occupied. These "must haves" are the starting point for planned maintenance.

Each compliance standard will carry a potential consequence, should that standard not be met. These consequences should be understood and considered appropriately, within the context of the organisation's risk.

Regulatory requirements

All organisations will have regulatory bodies who define minimum standards. Federal, state and local governments will all define stands that your organisation must comply with to ensure the safety of workers, visitors and clients.

In Australia, there are national workplace health and safety standards all organisations must comply with. In New Zealand, facilities must satisfy the requirements for Building Warranty of Fitness (BWOF).

Manufacturer

While this isn't compliance in a regulatory sense, it is still an activity that has a commercial impact. Failing to follow manufacturer recommendations could void warranties or affect insurance claims.

Industry specific requirements

Certain industries will have requirements like licences and accreditations that allow businesses to operate and provide certain services. For example, organisations in healthcare and aged care need to meet specific air quality requirements to operate.

Planned works directly relating to permissions to operate need to be prioritised, so the business can continue to operate legally.

Identify critical systems

Once you understand your compliance requirements, make a list of the systems you have in place which are associated with those requirements.

Organisations can fall into a trap of thinking every system is critical. Defining critical systems as those which directly relate to compliance requirements enables you to create a manageable list of systems without missing anything important.

> **Once planned maintenance is in place for critical systems, you'll find yourself with more time to progressively expand your planned maintenance approach to other systems.**

Examples of critical systems could be:

- Automatic systems for fire suppression
- Automatic or manual emergency warning systems for fire or other dangers
- Emergency lighting systems
- Electromagnetic or automatic doors/windows
- Escape route pressurisation systems
- Riser mains for use by fire services
- Automatic backflow preventers connected to a potable water supply
- Lifts, escalators, travelators, or other systems for moving people or goods within buildings
- Mechanical ventilation or air conditioning systems
- Building maintenance units providing access to exterior and interior walls of buildings
- Laboratory fume cupboards
- Audio loops or other assistive listening systems
- Smoke control systems
- Emergency power systems
- Systems for delivering information relating to evacuation
  - Systems for spoken information about evacuation
  - Final exits
  - Fire separations
  - Signs for communicating information intended to facilitate evacuations
  - Smoke separations

Setting the schedule

Once your critical systems and compliance requirements are identified, you'll need to determine what maintenance activities need to be performed, and at what frequency.

Not all planned maintenance tasks involve physical maintenance works. For example, regular building audits would be considered planned maintenance as they are driven by frequencies.

Using the right tools is critical to setting your planned maintenance strategy up for success. When planned maintenance schedules are run off the knowledge of an individual the business is exposed to significant risk of corporate knowledge loss and unnecessary costs.

> **Dedicated facilities management solutions, such as FMI, give you the ability to pre-schedule works, linked to relevant systems and assets as required.**

Using a system, rather than a spreadsheet, means jobs can be scheduled in advance, with work orders being automatically created when required. This automation minimises the risk of human error, keeps the schedule on track and saves you a ton of time.

Changing regulations and standards

Regular reviews of compliance requirements should be undertaken with reference to planned maintenance schedules. Government and industry standards frequently change, and cause to review the planned maintenance schedules you have in place.

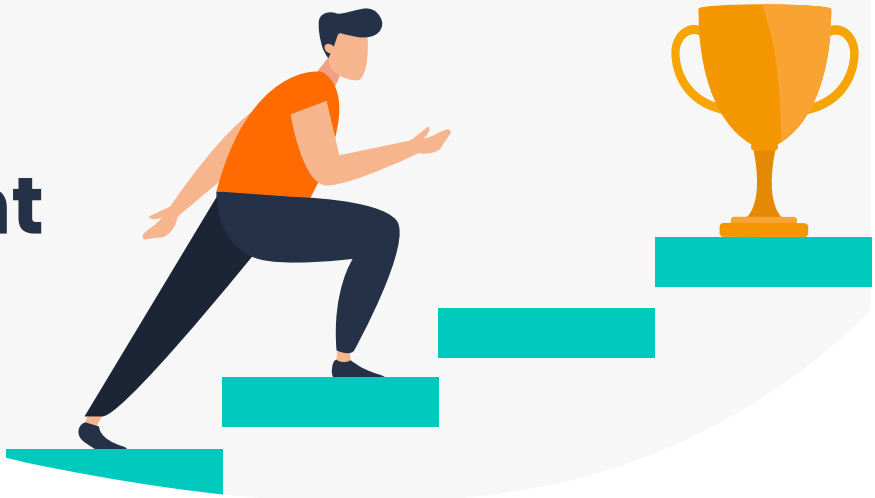
It's not set and forget

Planned maintenance schedules aren't set and forget. Review your schedules on a regular basis to ensure those schedules keep up with compliance requirements.

Asset replacements

If assets belonging to critical systems are replaced, part of this process should be to review maintenance requirements and update the planned maintenance schedule. Replacement assets might have similar planned maintenance requirements, but it is good practice to check this when an asset is replaced.

Continuous improvement



Once you have established planned maintenance in place for critical systems, you can rest easy knowing you have things under control and are meeting your organisation's compliance requirements.

> **By automating critical activities using a system, you'll start to realise the benefits of planned maintenance. With the time savings created, you'll be able to consider expanding your planned maintenance activities beyond those related to compliance.**

More advanced options include planned maintenance that can provide additional business benefits related to asset optimisation, expansion and business continuity.

How to get started

If you're ready to move forward and start pursuing planned maintenance we can work with you to develop and refine your plan.

Visit our website to speak with one of our facilities management experts today.

fmiworks.com