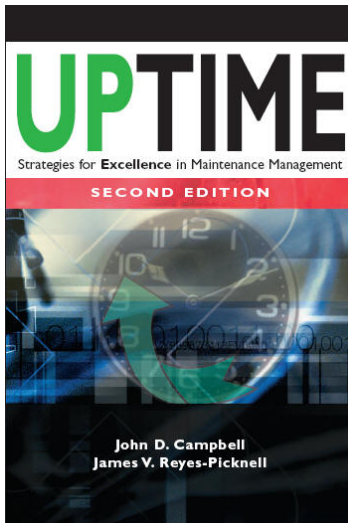


Uptime – Operational Excellence

Many of today's common management practices miss significant improvement opportunities and actually hold back operational performance. Our Uptime Operational Excellence programs help to see those opportunities and unleash that bottled up performance. Our courses are based on our book, "Uptime – Strategies for Excellence in Maintenance Management" (2nd edition, 2006) depicted below. They are based on methods and insights that work – they are derived from hundreds of years of combined experience by dozens of maintenance, reliability and management professionals. We believe that improvements or other changes must be "chosen" by your employees to be fully implemented and deliver the benefits you seek. By that we mean that everyone buys-into the necessary changes to adopt the Uptime strategy. And buy-in won't occur until your employees, the people who will undergo the changes, understand what is going on, why and its impact on them at a personal level. Enhancement of that buy-in occurs if the employees actively participate in the process of deciding what changes to make. They always have a great deal of knowledge and insight into what is and is not working well. That knowledge is often filtered and missed at the management levels. Our training approach is designed to educate, bring out those areas where improvement can occur and help employees gain insight into what it will take and what it will mean to them.

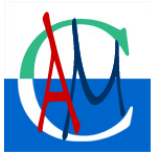
Our courses are designed to be used as the cornerstone of an improvement program.



Uptime

Our Uptime courses provide a thorough overview of asset management, maintenance, MRO materials and reliability management. They are based on our book, *Uptime – Strategies for Excellence in Maintenance Management* which we use as a course text and PAS 55-1, the world's only specification for Asset Management. In addition to the content of these references we use examples from our own experience and observations. The content discussed goes well beyond the books and into what works and what does not. We teach activities and methods that can be used to improve operational performance at both the shop floor and

management levels. As such, the training is well suited to a broad cross section of organizational levels. Success in maintenance management and particularly in asset management requires multi-disciplinary cooperation. Engineering, finance, human resources, procurement, materials management and maintenance must all work as if they are on one team. As such, our courses cover material that crosses functional boundaries.

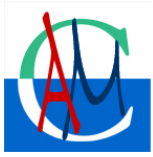


The training is most effective where attendees represent multiple departments and multiple layers of management. Indeed, a comment we often hear when our training is attended by only one or a few of those relevant groups is that “so and so from X department really needs to take this course”.

We incorporate and introduce concepts from highly successful companies in managing assets, maintenance, reliability improvement, MRO materials supply, supply chain management and lean manufacturing. No-one has yet achieved and sustained top performance in all aspects of *Uptime*, and everyone doesn't need it. We provide a wide range of inter-related topics that can be woven together into a program tailored specifically for your operational environment. The topics covered in *Uptime* are relevant whether you are managing a fleet of vehicles, a plant / factory, a mine, facilities or linear assets like utilities. Get the elements you truly need to deliver results and not just “bragging rights” to having a “world class” program. Choose to go beyond the pack – become a true leader.

Our courses are designed to help organizations choose from a wide range of business practises proven to improve operational performance. There are three courses to choose from: 1 day, 2 day and 3 day and we can tailor these to suit your circumstances if desired. Each of our standard courses has different objectives and target audiences:

- Uptime 3 (3-days): For teams that are setting out to implement operational excellence. Suitable for anyone from the shop floor to the executive suite who will be involved in a long term improvement initiative. *This is for companies embarking on, or already implementing, a “world class” asset management program.*
- Uptime 2 (2-days): For educational and academic interests, possibly as a precursor to leading an in-house improvement initiative. Suitable for senior management, project leaders and those scouting out improvement program ideas. *This is for companies that are exploring programs in depth.* It is taught as a certificate program through the University of Toronto's Centre for Maintenance Optimization and Reliability Excellence (C-MORE) and as part of the Edumine programs for the mining industry.
- Uptime 1 (1-day): For introducing the concepts to those involved but not implementing changes related to operational excellence programs. Suitable for executives, senior management and departments that need to be “on-side” and supportive of improvement initiatives but not-necessarily involved deeply in their activities. *This is a complement to our 3-day course for companies who want to indoctrinate employees, suppliers or even customers to what is going on with their improvement initiative.*



3-Day Uptime (Uptime 3)

You're ready to nurture enhanced operational performance and unleash the potential that you know you are missing. Preparing yourself and your team for what that entails and how to do it is your priority. The 3-day Uptime Operational Excellence course is designed to get your initiative started.

This training course is highly interactive with a mix of lectures, group discussion sessions, simulation case study work and individual exercises all targeting the adult student in a classroom environment. The course is packed with practical suggestions that will get your participants really thinking. It unleashes their creativity and captures their brilliant improvement ideas for later use in real life. It helps you make the choices needed to increase your operational uptime quickly. It is a blend of education and practical training that focuses on applying what is learned immediately.

The course is designed for companies that are serious about choosing excellence in their operations. It is designed for operations, maintenance, reliability, supply chain and material management professionals - supervisors, superintendents, managers, engineers and technologists and is suitable for use with tradespersons. Senior management benefits from these concepts by working with their teams in this training environment. It can help them choose a new direction for their operations and truly see what it means to have a high performance work team – they see it in both themselves and in their own people who take the training.

The following outline shows the topics for discussion and the specific group exercises that will be carried out as part of the training. Note that different class groups will progress at different paces depending on their experience, prior exposure to maintenance improvement strategies and tools. This can impact timing of the various sessions. We will adjust exact timing of each session depending on the progress that each class makes.

Day 1 – Leadership

Introductions

Physical Asset Management in the business context

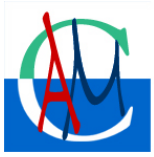
The Asset Management System (based on PAS 55-1 and 2)

The Uptime Model of Excellence and its fit within the Asset Management System (overview)

- Operational simulation exercise 1 (practice session)

Leadership – this segment focuses on the foundations for excellence in any organization

- Strategy
 - Maturity model exercise (using simulation results)
 - Improvement strategy exercise
- People



- Barriers and enablers exercise
- Change history (homework exercise)

Day 2 – The Essentials

Review of Day 1

Essentials – this segment focuses on the basic elements that any maintenance organization must get right

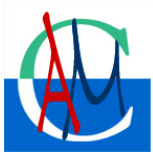
- Overview of the Essentials' elements
- Operational simulation exercise 2 (the world of reactive maintenance)
- What would you change in the simulation to improve production output?
 - Work Management
 - Planning “game”
 - Materials Management
 - Basic Care (part 1 – preventive maintenance)
 - Performance Management
 - What do we need to manage in the simulation?
- Operational simulation exercise 3
 - Management and Support Systems
 - Can we eliminate the paperwork?
 - Performance Management
 - Is there any more to measure and manage?
 - Basic Care (part 2 – predictive maintenance)

Day 3 – Choosing Excellence

Review of Day 2

Choosing Excellence – this segment focuses on those elements that distinguish high performing organizations from those that merely manage to “get by”.

- Teams
 - Moving to a “lean” manufacturing environment and using “lean” tools
- Processes
 - Discussion of simulation exercise improvements with lean concepts
- Operational simulation exercise 4
- Asset Reliability
 - Proactive methods
 - Reactive and optimization methods
- Summary of training
- Closing session (award of Certificates of Completion to participants)



2-Day Uptime (Uptime 2)

You want to improve operational performance. You've chosen improvement objectives and possibly set up a project team, but where do they start? Unlike our 3-day course, this is not intended to prepare a team for action. It does prepare likely improvement project leaders for their roles and educates those who are contemplating such projects in what's possible.

This course is workshop blending lectures, group and team discussions and exercises to provide an interactive and fun learning environment that introduces a wide array of improvement initiative concepts and "successful practices". The course can be delivered to an in-house audience or a mixed public audience. It is education intended to "plant seeds" – leaving the participant with new ideas for activities and methods that can be used either alone or together to improve operational performance.

Day 1

Class introductions

Introducing the Uptime Model of Excellence

Leadership – this segment focuses on the foundations for excellence in any organization

- Strategy
 - Physical Asset Management in the business context
 - The Asset Management System (based on PAS 55-1 and 2)
 - Maturity modelling
- Case study part 1 – Where are we today?
- People
 - What makes us tick?
 - Our motivations and fears
 - Managing change
 - The "fear" exercise
- Case study part 2 – Where do we want to go?

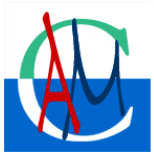
Essentials – this segment focuses on the basic elements that any maintenance organization simply "must do"

- The planning game
 - Work Management
 - Materials Management

Day 2

Essentials (continued)

- Basic Care (PM, PdM, Operator Involvement)
- Performance Management



- Management and Support Systems
- Case study part 3 – What can we do to get there?

Choosing Excellence – this segment focuses on those elements that distinguish high performing organizations from those that merely “good” or “well run”.

- Process Optimization
- Case study part 4 – What will we automate?
- Teamwork
 - The difference between using “lean” tools and becoming “lean”
- Group Discussion – what will it take to make the leap to “lean”?
- Asset Reliability – the tools
 - Proactive methods
 - Reactive and optimization methods
- Summary

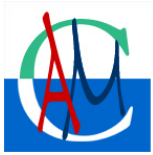
Closing session (award of Certificates of Completion to participants)

1-Day Uptime (Uptime 1)

You see the need for enhanced operational performance – you can see the potential but need to get support before you get it moving. As the internal champion for operational excellence you want to “fire up” your co-workers and get their support for the changes you will be leading. The 1-day seminar is an excellent tool to use in promoting an Uptime Operational Excellence program internally and to breaking down barriers to change. It provides an opportunity for attendees to see the benefits in both making and sustaining those changes.

This seminar is an introduction to the concepts of operational excellence, what it takes to succeed at it and supporting a high performance operation with high performance physical asset management. It is an overview of concepts for anyone with an interest in an operational excellence program or its results and for those who are directly or indirectly affected by those programs whether or not they are involved in its implementation. This includes people involved in managing inventory, purchasing, finance, accounting, information technology, human resources, training, safety, environmental matters, public relations and even marketing. Operational excellence touches every aspect of your business.

Unlike our 2-day and 3-day courses we begin this seminar with a survey that enables delegates to gain an understanding of just how much they already know. Later in the day we review that survey and use it as a gauge of how much they’ve learned. We begin the seminar with a vision of excellence showing what is achievable and then introduce the various tools and methods used to choose it. Here is a summary of the course content:



Conscious Asset Management

Uptime

Class survey

A vision of excellence

What did it take to achieve it?

- Lean tools and lean thinking
- Process optimization
- Reliable equipment and systems
- Work executed as intended and on schedule
- The right materials and parts where and when you need them
- Keep it running – don't fix it (basic care)
- Managing it all
- The right people doing the right jobs

An overall strategy

Review of class survey

Learn More

Call, write, email or fax to learn more and find out how our Uptime training can fit your objectives for improvement. Our contact details are in the footer below. We look forward to hearing from you.