Uptime Strategies For Excellence In Maintenance Management Step By Step Approach To Tpm Implementation

Following in the footsteps of its bestselling predecessor, Kevin J. Duggan, an executive mentor and recognized authority on Lean and Operational Excellence, draws on more than 10 years of experience and learning to provide Creating Mixed Model Value Streams, Second Edition. This second edition takes a step-by-step approach to implementing Lean in complex environments and describes which Lean techniques to use when faced with difficult situations—including high product mix, scheduling problems, shared resources, and unstable customer demand. In addition to a new section on handling shared resources to support mixed model production, the second edition: Contains updates to sections on mixed model value streams Introduces new information on constructing product family matrices Expands on the concept of takt in mixed models Provides additional insights on existing mixed model concepts, such as determining product family, takt capability, and heijunka (load level scheduling) Presents new concepts on sequencing work, such as offset scheduling and sequenced first-in, first-out (FIFO) lanes Illustrated with a case study based on actual experience as well as a CD with helpful tools, the book walks readers through the reasoning the author has used with great success in practice. It delves beyond the basics of value stream mapping to explain how to create future states in a manufacturing environment characterized by multiple products, varying cycle times, and changing demand. Demonstrating advanced techniques for creating flow through shared resources, it also considers the concept of a guaranteed turnaround time for the shared resource. The Accompanying CD Includes: Spreadsheet and tutorial for sorting products into families Spreadsheets for calculating equipment required and for determining the interval for Every Part Every Interval (EPEI) Samples of visual method sheets for standard work Case study value stream maps and mapping icons

Failure is one of the unfortunate facts of life. Whenever man produces equipment or tools to increase his own productivity, he also has to deal with this unwanted side effect. And, although much effort is applied towards improving the reliability of machinery, the ever-increasing sophistication and complexity of these modern technological wonders gives rise to maintenance being one of the fastest growing industries in the world. Maintenance is surely one of the oldest disciplines known to man. However, the maintenance subject area was until relatively recently thought of as being very basic, needing only the most basic knowledge. Most industrial organizations to some or other extent considered the maintenance department to be a necessary but costly luxury. This view of the maintenance function totally ignores the fact that a properly managed maintenance function creates and maintains high levels of availability, reliability and operability of plant.

These high levels translate directly into production capacity, productive output and thus company profit. In line with the relatively low importance attached to the maintenance function in most industrial organizations, the only educational requirements attached to the posts of maintenance engineers and managers was a degree or diploma in mechanical or electrical engineering. This is of course completely inadequate, as these leaders in one of the most cost intensive industries in the world need to be able to manage the process of failure properly. There is presently a very commendable worldwide drive to improve the education of maintenance personnel. This process is being led by a handful of maintenance academics from all parts of the world. Many of them (including the author) are members of the International Foundation for Research in Maintenance (IFRIM). As a consequence of this newfound importance regarding the education of maintenance professionals, the theory of maintenance needs to be formalized, such that it can be presented in well-structured maintenance courses. The objective of this book is thus to provide a proper theoretical and practical foundation for the practice of maintenance in the typical industrial organization of our day. A number of such organizations have responded by providing each of their maintenance professionals with a copy of this book as reference work, while it is also used as prescribed work at a number of tertiary institutions as basis of their maintenance studies.

Introduction Vision, Mission and Strategy Maintenance Basics Planning and Scheduling Parts, Materials and Tools Management Reliability Operational Reliability M&R Tools Performance Measure - Metrics Human Side of M&R Best Practices/Benchmarking Maintenance Excellence Appendices

Publisher's Note: Products purchased from Third Party sellers are not guaranteed by the publisher for quality, authenticity, or access to any online entitlements included with the product. The industry-standard resource for maintenance planning and scheduling—thoroughly revised for the latest advances Written by a Certified Maintenance and Reliability Professional (CMRP) with more than three decades of experience, this resource provides proven planning and scheduling strategies that will take any maintenance organization to the next level of performance. The book resolves common industry frustration with planning and reduces the complexity of scheduling in addition to dealing with reactive maintenance. You will find coverage of estimating labor hours, setting the level of plan detail, creating practical weekly and daily schedules, kitting parts, and more, all designed to increase your workforce without hiring. Much of the text applies the timeless management principles of Dr. W. Edwards Deming and Dr. Peter F. Drucker. You will learn how you can do more proactive work when your hands are full of reactive work. Maintenance Planning and Scheduling Handbook, Fourth Edition, features more new case studies showing real world successes, a new chapter on getting better storeroom support, major revisions that describe the best KPIs for planning, major additions to the issue of “selling” planning to gain support, revisions to make work order codes more useful, a new appendix

on numerically auditing planning success, and a new appendix devoted entirely to selecting a great maintenance planner. Maintenance Planning and Scheduling Handbook, Fourth Edition covers: •The business case for the benefit of planning •Planning principles •Scheduling principles •Handling reactive maintenance •Planning a work order •Creating a weekly schedule•Daily scheduling and supervision •Parts and planners•The computer CMMS in maintenance•How planning works with PM, PdM, and projects •Controlling planning: the best KPIs KPIs for planning and overall maintenance •Shutdown, turnaround, overhaul, and outage management •Selling, organizing, analyzing, and auditing planning Considering maintenance from a proactive, rather than reactive, perspective, Maintenance Excellence details the strategies, tools, and solutions for maximizing the productivity of physical assets—focusing on profitability potential. The editors address contemporary concerns, key terms, data requirements, critical methodologies, and essential mathematical needs. They present maintenance in a business context, review planning, measurement, feedback, and techniques related to cost, efficiency, and results, and summarize applications of tools and software from statistics and neural networks to cost-optimized models.

A Simon & Schuster eBook. Simon & Schuster has a great book for every reader.

Gaining the competitive advantage Geared toward IT management and business executives seeking to excel in business intelligence initiatives, this practical guide explores creating business alignment strategies that help prioritize business requirements, build organizational and cultural strategies, increase IT efficiency, and promote user adoption. Business intelligence, together with business analytics and performance management, eliminates information overload by organizing the massive amounts of information available in the modern enterprise. Addressing the challenges of business intelligence operations, this resource supports the goal of better business decision making and identifying unrealized opportunities. Each chapter includes a checklist of recommended approaches and a strategy overview template.

Tap into Joel Levitt's vast array of experience and learn how to improve almost any aspect of your maintenance organization (including your own abilities)! This new edition of a classic first educates readers about the globalization of production and the changing of the guard of maintenance leadership, and then gives them real usable ideas to aid in these areas. Completely reorganized so that material is presented within the context of major sections, the second edition tells the story of maintenance management in factory settings. It provides coverage of potential problems and new opportunities, what bosses really want, specifics for improvement of maintenance and production, World Class Maintenance Management revisited and revised, quality improvement, complete coverage of current maintenance practices, processes, process aids, interfaces and strategies, as well as personal and personnel development strategies. Contains a specialized glossary so users can more easily understand the

specialized language of factory maintenance. Provides specific "how-to" tips and concrete techniques and examples for continuous improvement. Updates the 20 steps to world class maintenance to include the 6 areas of focus for world class maintenance. Includes a completely updated maintenance evaluation questionnaire that reflects new techniques and technologies. Breaks down and explains the three-team approach to maintenance work. Offers new sections on: managing shutdowns, craft training, and communications. Contains major revisions to the RCM discussion and includes a new discussion about PMO.
Enhance your organization’s secure posture by improving your attack and defense strategies Key Features Gain a clear understanding of the attack methods, and patterns to recognize abnormal behavior within your organization with Blue Team tactics. Learn to unique techniques to gather exploitation intelligence, identify risk and demonstrate impact with Red Team and Blue Team strategies. A practical guide that will give you hands-on experience to mitigate risks and prevent attackers from infiltrating your system. Book Description The book will start talking about the security posture before moving to Red Team tactics, where you will learn the basic syntax for the Windows and Linux tools that are commonly used to perform the necessary operations. You will also gain hands-on experience of using new Red Team techniques with powerful tools such as python and PowerShell, which will enable you to discover vulnerabilities in your system and how to exploit them. Moving on, you will learn how a system is usually compromised by adversaries, and how they hack user's identity, and the various tools used by the Red Team to find vulnerabilities in a system. In the next section, you will learn about the defense strategies followed by the Blue Team to enhance the overall security of a system. You will also learn about an in-depth strategy to ensure that there are security controls in each network layer, and how you can carry out the recovery process of a compromised system. Finally, you will learn how to create a vulnerability management strategy and the different techniques for manual log analysis. By the end of this book, you will be well-versed with Red Team and Blue Team techniques and will have learned the techniques used nowadays to attack and defend systems. What you will learn Learn the importance of having a solid foundation for your security posture Understand the attack strategy using cyber security kill chain Learn how to enhance your defense strategy by improving your security policies, hardening your network, implementing active sensors, and leveraging threat intelligence Learn how to perform an incident investigation Get an in-depth understanding of the recovery process Understand continuous security monitoring and how to implement a vulnerability management strategy Learn how to perform log analysis to identify suspicious activities Who this book is for This book aims at IT professional who want to venture the IT security domain. IT pentester, Security consultants, and ethical hackers will also find this course useful. Prior knowledge of penetration testing would be beneficial.
Supply Chain Strategy and Financial Metrics is a step-by-step guide to balancing

the triangle of service, cost and cash which is the essence of supply chain management. Supply chains have become increasingly strategy-driven, and this Supply Chain Triangle approach puts the supply chain at the heart of the strategy discussion instead of seeing it as a result. Supply Chain Strategy and Financial Metrics fully reflects the 'inventory' or 'working capital' angle and examines the optimisation of the supply chain and Return on Capital Employed. Including case studies of Barco, Casio and a selection of food retail companies, this book covers building a strategy-driven KPI dashboard, target setting and financial benchmarking. Regular examples and diagrams illustrate how different types of strategies lead to different trade-offs in the Supply Chain Triangle. This ground-breaking text links supply chain, strategy and finance through financial metrics, therefore creating value for the shareholder. Online supporting resources include worksheets covering basic financial concepts such as cash flow and working capital, with example data sets and guidelines/exercises to make it interactive. Reliability Centered Maintenance – Reengineered: Practical Optimization of the RCM Process with RCM-R® provides an optimized approach to a well-established and highly successful method used for determining failure management policies for physical assets. It makes the original method that was developed to enhance flight safety far more useful in a broad range of industries where asset criticality ranges from high to low. RCM-R® is focused on the science of failures and what must be done to enable long-term sustainably reliable operations. If used correctly, RCM-R® is the first step in delivering fewer breakdowns, more productive capacity, lower costs, safer operations and improved environmental performance. Maintenance has a huge impact on most businesses whether its presence is felt or not. RCM-R® ensures that the right work is done to guarantee there are as few nasty surprises as possible that can harm the business in any way. RCM-R® was developed to leverage on RCM’s original success at delivering that effectiveness while addressing the concerns of the industrial market. RCM-R® addresses the RCM method and shortfalls in its application -- It modifies the method to consider asset and even failure mode criticality so that rigor is applied only where it is truly needed. It removes (within reason) the sources of concern about RCM being overly rigorous and too labor intensive without compromising on its ability to deliver a tailored failure management program for physical assets sensitive to their operational context and application. RCM-R® also provides its practitioners with standard based guidance for determining meaningful failure modes and causes facilitating their analysis for optimum outcome. Includes extensive review of the well proven RCM method and what is needed to make it successful in the industrial environment Links important elements of the RCM method with relevant International Standards for risk management and failure management Enhances RCM with increased emphasis on statistical analysis, bringing it squarely into the realm of Evidence Based Asset Management Includes extensive, experience based advice on implementing and sustaining RCM based failure management

programs

To be able to compete successfully both at national and international levels, production systems and equipment must perform at levels not even thinkable a decade ago. Requirements for increased product quality, reduced throughput time and enhanced operating effectiveness within a rapidly changing customer demand environment continue to demand a high maintenance performance. In some cases, maintenance is required to increase operational effectiveness and revenues and customer satisfaction while reducing capital, operating and support costs. This may be the largest challenge facing production enterprises these days. For this, maintenance strategy is required to be aligned with the production logistics and also to keep updated with the current best practices. Maintenance has become a multidisciplinary activity and one may come across situations in which maintenance is the responsibility of people whose training is not engineering. This handbook aims to assist at different levels of understanding whether the manager is an engineer, a production manager, an experienced maintenance practitioner or a beginner. Topics selected to be included in this handbook cover a wide range of issues in the area of maintenance management and engineering to cater for all those interested in maintenance whether practitioners or researchers. This handbook is divided into 6 parts and contains 26 chapters covering a wide range of topics related to maintenance management and engineering.

Presenting the best practices of the best manufacturing companies in the world, this book presents proven models for achieving world-class performance. Using a case study of a fictional company called Beta International, Moore illustrates how to increase uptime, lower costs, increase market share, maximize asset utilization, apply benchmarks and best practices, and improve many other aspects that ultimately raise your company's performance to the level of world-class. 'Making Common Sense Common Practice' takes a good, hard look at plant design, procurement, parts management, installation and maintenance, training, and implementing a computerized maintenance management system. In discussing the successes and failures of the world's premier manufacturers, Moore outlines a stable path of growth for almost any manufacturing company. In today's tough competitive markets, 'Making Common Sense Common Practice' greatly enhances your company's chance to succeed - and profit. * Third edition features updating plus new sections on innovation, change management, and leadership * Presents proven models for achieving world-class performance based on real-life case histories * Highly readable, concrete style brings the key points to life through a case study of a fictitious organization, Beta International, which runs throughout the book, based on real case histories

In this latest edition of Supply Chain Excellence, the authors provide tools for measuring financial gains linked to value chain optimisation. (Business Digest, March 2012). To keep your sales, manufacturing, distribution, and inventory moving in perfect synchronization, you need a flawless, repeatable supply chain

improvement approach that maximizes process efficiency, eliminates dysfunction, and aligns disparate organizations-globally.

#1 New York Times Bestseller Legendary venture capitalist John Doerr reveals how the goal-setting system of Objectives and Key Results (OKRs) has helped tech giants from Intel to Google achieve explosive growth—and how it can help any organization thrive. In the fall of 1999, John Doerr met with the founders of a start-up whom he'd just given $12.5 million, the biggest investment of his career. Larry Page and Sergey Brin had amazing technology, entrepreneurial energy, and sky-high ambitions, but no real business plan. For Google to change the world (or even to survive), Page and Brin had to learn how to make tough choices on priorities while keeping their team on track. They'd have to know when to pull the plug on losing propositions, to fail fast. And they needed timely, relevant data to track their progress—to measure what mattered. Doerr taught them about a proven approach to operating excellence: Objectives and Key Results. He had first discovered OKRs in the 1970s as an engineer at Intel, where the legendary Andy Grove ("the greatest manager of his or any era") drove the best-run company Doerr had ever seen. Later, as a venture capitalist, Doerr shared Grove's brainchild with more than fifty companies. Wherever the process was faithfully practiced, it worked. In this goal-setting system, objectives define what we seek to achieve; key results are how those top-priority goals will be attained with specific, measurable actions within a set time frame. Everyone's goals, from entry level to CEO, are transparent to the entire organization. The benefits are profound. OKRs surface an organization's most important work. They focus effort and foster coordination. They keep employees on track. They link objectives across silos to unify and strengthen the entire company. Along the way, OKRs enhance workplace satisfaction and boost retention. In Measure What Matters, Doerr shares a broad range of first-person, behind-the-scenes case studies, with narrators including Bono and Bill Gates, to demonstrate the focus, agility, and explosive growth that OKRs have spurred at so many great organizations. This book will help a new generation of leaders capture the same magic.

This utterly comprehensive work is thought to be the first to integrate the literature on the physics of the failure of complex systems such as hospitals, banks and transport networks. It has chapters on particular aspects of maintenance written by internationally-renowned researchers and practitioners. This book will interest maintenance engineers and managers in industry as well as researchers and graduate students in maintenance, industrial engineering and applied mathematics.

How to capture customers by learning to think the way they do The most common complaint Bill Stinnett hears from his corporate clients is that would-be vendors and suppliers "just don't understand our business." In Think Like Your Customer, Stinnett explains why the key to landing corporate customers is to learn to think about the things executives and business owners think about and understand how they make complex buying decisions. Drawing upon his years of experience as a Fortune 500 consultant, he offers sales and marketing

professionals a powerful framework for understanding the inner workings of a business; knowing what motivates its executives and influences their buying decisions; identifying a company's organizational structure and decision-making psychology; and using that information to develop a winning strategy for influencing how and why the customer buys. In addition, you receive: Solid marketing insights delivered in a fun, breezy style by a top corporate consultant and seminar leader Expert tips on how to maximize the value and profitability of relationships with corporate clients and customers

Since the publication of the second edition in 2013, there has been an increasing interest in asset management globally, as evidenced by a series of international standards on asset management systems, to achieve excellence in asset management. This cannot be achieved without high-quality data and the tools for data interpretation. The importance of such requirements is widely recognized by industry. The third edition of this textbook focuses on tools for physical asset management decisions that are data driven. It also uses a theoretical foundation to the tools (mathematical models) that can be used to optimize a variety of key maintenance/replacement/reliability decisions. Problem sets with answers are provided at the end of each chapter. Also available is an extensive set of PowerPoint slides and a solutions manual upon request with qualified textbook adoptions. This new edition can be used in undergraduate or post-graduate courses on physical asset management.

More than ever, data drives decisions in organizations—and we have more data, and more ways to analyze it, than ever. Yet strategic initiatives continue to fail as often as they did when computers ran on punch cards. Economist and research scientist Alec Levenson says we need a new approach. The problem, Levenson says, is that the business people who devise the strategies and the human resources people who get employees to implement them use completely different analytics. Business analytics can determine if operational priorities aren't being achieved but can't explain why. HR analytics reveal potentially helpful policy and process improvements but can't identify which would have the greatest strategic impact. This book shows how to use an integrated approach to bring these two pieces together. Levenson presents a thorough and realistic treatment of the reasons for and challenges of taking an integrated approach. He provides details on the different parts of both enterprise and human capital analytics that have to be conducted for integration to be successful and includes specific questions to ask, along with examples of applying integrated analytics to address particular organizational challenges. Effective analytics is a team sport. Levenson's approach allows you to get the deepest insights by bringing people together from both the business and HR perspectives to assess what's going on and determine the right solution.

"As the only reference that provides vital information in a concise and easy-to-use format, Benchmarking Best Practices in Maintenance Management will provide users with all the necessary tools to be successful in benchmarking maintenance management. As a revision of the author's previously successful resource, World Class Maintenance Management, it presents a logical, step-by-step methodology that will enable a company to conduct a cost-effective benchmarking effort. It presents an overview of the benchmarking process, a self analysis, and a database of the results of more than 100 companies that have used the analysis. “This is an excellent reference manual. I believe it should be in the hands of every manager, engineer, and supervisor in the maintenance field.” --James A. Collier, University of Arkansas"

A completely revised and updated edition of a bestseller, Maintenance, Replacement, and Reliability: Theory and Applications, Second Edition supplies the tools needed for making data-driven physical asset management decisions. The well-received first edition quickly became a mainstay for professors, students, and professionals, with its clear prese

Data is at the center of many challenges in system design today. Difficult issues need to be figured out, such as scalability, consistency, reliability, efficiency, and maintainability. In

addition, we have an overwhelming variety of tools, including relational databases, NoSQL datastores, stream or batch processors, and message brokers. What are the right choices for your application? How do you make sense of all these buzzwords? In this practical and comprehensive guide, author Martin Kleppmann helps you navigate this diverse landscape by examining the pros and cons of various technologies for processing and storing data. Software keeps changing, but the fundamental principles remain the same. With this book, software engineers and architects will learn how to apply those ideas in practice, and how to make full use of data in modern applications. Peer under the hood of the systems you already use, and learn how to use and operate them more effectively Make informed decisions by identifying the strengths and weaknesses of different tools Navigate the trade-offs around consistency, scalability, fault tolerance, and complexity Understand the distributed systems research upon which modern databases are built Peek behind the scenes of major online services, and learn from their architectures

“The Maintenance Management Framework” describes and reviews the concept, process and framework of modern maintenance management of complex systems; concentrating specifically on modern modelling tools (deterministic and empirical) for maintenance planning and scheduling. It will be bought by engineers and professionals involved in maintenance management, maintenance engineering, operations management, quality, etc. as well as graduate students and researchers in this field.

When capital projects fail to deliver, it is usually not due to technical reasons but a combination of behavioral pitfalls, unclear accountabilities and gaps in design, specification, and/or project-management processes. Early Equipment Management (EEM): Continuous Improvement for Projects explains how well known and award winning organizations avoid these weaknesses by using: Project road maps setting out clear accountabilities for each step of the concept-to-project-delivery process; Progressive design goals for each step to assure the delivery of low life-cycle costs; Processes to codify tacit knowledge, reveal latent design weaknesses, and build high performance cross-functional team collaboration; Project governance processes that systematically raise their organizations ability to reduce time to market for new assets, products and services with higher added value and fewer resources. Hence the books title of continuous improvement for projects. The word Early in EEM refers to the principle of trapping problems as early as possible in the project process when they are cheapest to resolve. That makes EEM relevant to all projects even those that have past the design stages. To support the use of EEM at any project step, the author has designed each chapter as a standalone topic with cross references to other chapters where relevant. This book:- Explains The six EEM project delivery steps setting out the tasks and accountabilities for project teams, project managers and steering committees at each step; How to organize projects to increase project added value through the collaboration of commercial, operational and technology stakeholders The wiring up behind behaviors that contribute to the failure of traditional project management approaches and how to avoid those pitfalls; The use of projects as a vehicle for the development of internal talent and increase capital project added value The systematic development of internal capabilities to deliver flawless operation from day one in less time with less resources How raising project governance capability directly impacts on company wide management competence Uses case studies to explain how to implement the EEM methodology and Describes how EEM principles and techniques applied to product and service development (Early Product Management) multiplies the gains from EEM. This book shows readers how and why EEM works so that they can design their own EEM road map and continuous improvement process for projects.

An in-depth view into the best practices of the best manufacturing companies in the world. This book presents proven models for achieving world-class

performance. Using a case study of a fictional company called Beta International, Moore illustrates how to increase uptime, lower costs, increase market share, maximize asset utilization, apply benchmarks and best practices, ultimately increasing your company's performance. Gain an expert view of plant design, procurement, parts management, installation and maintenance, training, and implementation of a computerized maintenance management system. In discussing the success and failure of the world's premier manufacturers, Moore outlines a stable path of growth for almost any manufacturing company. In today's tough competitive markets, this valuable information greatly enhances your company's chance to succeed and profit.

Perform fast interactive analytics against different data sources using the Trino high-performance distributed SQL query engine. With this practical guide, you'll learn how to conduct analytics on data where it lives, whether it's Hive, Cassandra, a relational database, or a proprietary data store. Analysts, software engineers, and production engineers will learn how to manage, use, and even develop with Trino. Initially developed by Facebook, open source Trino is now used by Netflix, Airbnb, LinkedIn, Twitter, Uber, and many other companies. Matt Fuller, Manfred Moser, and Martin Traverso show you how a single Trino query can combine data from multiple sources to allow for analytics across your entire organization. Get started: Explore Trino's use cases and learn about tools that will help you connect to Trino and query data Go deeper: Learn Trino's internal workings, including how to connect to and query data sources with support for SQL statements, operators, functions, and more Put Trino in production: Secure Trino, monitor workloads, tune queries, and connect more applications; learn how other organizations apply Trino

Written specifically for the oil and gas industry, Reliable Maintenance Planning, Estimating, and Scheduling provides maintenance managers and engineers with the tools and techniques to create a manageable maintenance program that will save money and prevent costly facility shutdowns. The ABCs of work identification, planning, prioritization, scheduling, and execution are explained. The objective is to provide the capacity to identify, select and apply maintenance interventions that assure an effective maintenance management, while maximizing equipment performance, value creation and opportune and effective decision making. The book provides a pre- and post- self-assessment that will allow for measure competency improvement. Maintenance Managers and Engineers receive an expert guide for developing detailed actions including repairs, alterations, and preventative maintenance. The nuts and bolts of the planning, estimating, and scheduling process for oil and gas facilities Step-by-step maintenance guide will provide long-term, results-based operational services Case studies based on the oil and gas industry

In today's competitive marketplace, the flow of goods and services to customers must not be hindered by obstacles such as maintenance downtime. To stay on top, managers must implement strategies that keep operations performing at high

levels. Uptime, 2nd Edition, is an updated and expanded version of the invaluable first edition and provides current insight into successful strategies for managers, maintenance, and non-maintenance professionals alike. Updates from the first edition include current trends in technology, reliability maintenance improvements, and the challenges of finding qualified maintenance personnel due to an aging labor force. In addition, it gives a thorough review of what it takes to achieve excellence in maintenance - a key business process in any capital intensive industry. It treats this technical topic in a way that is easy to understand and links a variety of seemingly disparate and competing concepts into a single simple strategy. This new edition: Contains a single simple strategy depicted by a pyramid containing 10 components for world class maintenance, arrayed in a logical order. Draws on the expertise and observation of the authors as maintenance management consultants. Includes a number of updates to the original first edition, particularly in its discussion of computerized systems and support tools. Readers of this book will see many new examples that are more current and relevant to today's business environment.

Why is it so hard to make lasting changes in our companies, in our communities, and in our own lives? The primary obstacle is a conflict that's built into our brains, say Chip and Dan Heath, authors of the critically acclaimed bestseller Made to Stick. Psychologists have discovered that our minds are ruled by two different systems - the rational mind and the emotional mind—that compete for control. The rational mind wants a great beach body; the emotional mind wants that Oreo cookie. The rational mind wants to change something at work; the emotional mind loves the comfort of the existing routine. This tension can doom a change effort - but if it is overcome, change can come quickly. In Switch, the Heaths show how everyday people - employees and managers, parents and nurses - have united both minds and, as a result, achieved dramatic results: • The lowly medical interns who managed to defeat an entrenched, decades-old medical practice that was endangering patients • The home-organizing guru who developed a simple technique for overcoming the dread of housekeeping • The manager who transformed a lackadaisical customer-support team into service zealots by removing a standard tool of customer service In a compelling, story-driven narrative, the Heaths bring together decades of counterintuitive research in psychology, sociology, and other fields to shed new light on how we can effect transformative change. Switch shows that successful changes follow a pattern, a pattern you can use to make the changes that matter to you, whether your interest is in changing the world or changing your waistline.

Uptime describes the combination of activities that deliver fewer breakdowns, improved productive capacity, lower costs, and better environmental performance. The bestselling second edition of Uptime has been used as a textbook on maintenance management in several postsecondary institutions and by many companies as the model framework for their maintenance management programs. Following in the tradition of its bestselling predecessors, Uptime:

Strategies for Excellence in Maintenance Management, Third Edition explains how to deal with increasingly complex technologies, such as mobile and cloud computing, to support maintenance departments and set the stage for compliance with international standards for asset management. This updated edition reflects a far broader and deeper wealth of experience and knowledge. In addition, it restructures its previous model of excellence slightly to align what must be done more closely with how to do it. The book provides a strategy for developing and executing improvement plans that work well with the new values prevalent in today's workforce. It also explains how you can use seemingly competing improvement tools to complement and enhance each other. This edition also highlights action you can take to compensate for the gradual loss of skills in the current workforce as "baby boomers" retire.

The field of maintenance is hard to approach because the language is strange. This book introduces the fundamentals of maintenance and will allow the outsider to understand the jargon. The book offers a complete survey of the field, a review of maintenance management, a manual for cost reduction, a primer for the stock room, and a training regime for new supervisors, managers and planners.

The managed flow of goods and information from raw material to final sale also known as a "supply chain" affects everything--from the U.S. gross domestic product to where you can buy your jeans. The nature of a company's supply chain has a significant effect on its success or failure--as in the success of Dell Computer's make-to-order system and the failure of General Motor's vertical integration during the 1998 United Auto Workers strike. Supply Chain Integration looks at this crucial component of business at a time when product design, manufacture, and delivery are changing radically and globally. This book explores the benefits of continuously improving the relationship between the firm, its suppliers, and its customers to ensure the highest added value. This book identifies the state-of-the-art developments that contribute to the success of vertical tiers of suppliers and relates these developments to the capabilities that small and medium-sized manufacturers must have to be viable participants in this system. Strategies for attaining these capabilities through manufacturing extension centers and other technical assistance providers at the national, state, and local level are suggested. This book identifies action steps for small and medium-sized manufacturers--the "seed corn" of business start-up and development--to improve supply chain management. The book examines supply chain models from consultant firms, universities, manufacturers, and associations. Topics include the roles of suppliers and other supply chain participants, the rise of outsourcing, the importance of information management, the natural tension between buyer and seller, sources of assistance to small and medium-sized firms, and a host of other issues. Supply Chain Integration will be of interest to industry policymakers, economists, researchers, business leaders, and forward-thinking executives.

Operational Excellence, Second Edition – Breakthrough Strategies for Improving

Customer Experience and Productivity brings together leading-edge tools, methods, and concepts to provide process improvement experts a reference to improve their organization's quality, productivity, and customer service operations. Its major topics include alignment of strategy to the design of supporting systems to meet customer expectations, manage capacity, and improve performance. It provides a concise and practical reference for operational excellence. Its fourteen chapters lead a reader through the latest tools, methods, and concepts currently used to capture "voice of" customers, partners, and other stakeholders, new strategies for the application of Lean, Six Sigma, as well as product and service design across diverse industries, including manufacturing to financial services. This book operates from three premises: Organizations can increase competitiveness in an era of globalization through the application of "voice-of" applications, Design Thinking, the integration of the Information Technology Ecosystem's new tools and methods integrated with proven Lean and Six Sigma applications Operational performance correlates to an organization's financial, operational, and resultant productivity, as well as with shareholder economic value add (EVA) metrics and can be measured and improved using the methods in this book Value-adding activities and disciplines discussed are global and applicable to every organization A PRACTICAL TOOL FOR REAL-WORLD APPLICATION New topics are introduced in the second edition. These include Design Thinking, the "voice-of" Information Technology Ecosystems, Big Data applications, and Robotic Process Automation. Key topics from the first edition remain. These include Design-for-Six-Sigma (DFSS), Lean and Six Sigma methods, productivity analysis, operational assessments, project management, and other supporting topics. Each chapter contains tools and methods that will help readers identify areas for operational improvements. It contains ~300 figures, tables, and checklists to help increase organizational productivity. Practical examples are integrated through the book.

During the eight years since the publication of Maintenance Excellence: Optimizing Equipment Life-Cycle Decisions the business environment has changed drastically. Globalization, consolidation, and changes in technology challenge asset management and maintenance professionals to be more efficient. Globalization and consolidation have been particularly instrumental in the changes in maintenance standards, approaches, and the use of technology to become more efficient and cost effective. Reflecting all this and more, the second edition has been renamed: Asset Management Excellence: Optimizing Equipment Life-Cycle Decisions. New in the Second Edition: Two new chapters on Maintenance Management Fundamentals Coverage of leadership issues, the implementation of new processes, and change management Discussion of the design stage and key factors for successful implementation Understanding the dynamic influences and optimization of spares management Updated case studies Introduction to new software packages that optimize a variety of maintenance and replacement decisions Although there have been patterns and trends that have emerged around the world in asset management, the root principles are the same—personnel with tools go out to address the needs of maintaining assets. However, many of the tools, technologies, and thought processes have evolved and matured to allow a rethinking of the deeper maintenance processes. For this edition, a new set of authors and contributors have revisited the content, updated information, and added new content based on the passage of time, changes in thinking, and the

introduction and improvement in technologies.

UptimeStrategies for Excellence in Maintenance Management, Third EditionProductivity Press

Explore real-world examples of issues with systems and find ways to resolve them using Amazon CloudWatch as a monitoring service Key Features Become well-versed with monitoring fundamentals such as understanding the building blocks and architecture of networking Learn how to ensure your applications never face downtime Get hands-on with observing serverless applications and services Book Description CloudWatch is Amazon's monitoring and observability service, designed to help those in the IT industry who are interested in optimizing resource utilization, visualizing operational health, and eventually increasing infrastructure performance. This book helps IT administrators, DevOps engineers, network engineers, and solutions architects to make optimum use of this cloud service for effective infrastructure productivity. You'll start with a brief introduction to monitoring and Amazon CloudWatch and its core functionalities. Next, you'll get to grips with CloudWatch features and their usability. Once the book has helped you develop your foundational knowledge of CloudWatch, you'll be able to build your practical skills in monitoring and alerting various Amazon Web Services, such as EC2, EBS, RDS, ECS, EKS, DynamoDB, AWS Lambda, and ELB, with the help of real-world use cases. As you progress, you'll also learn how to use CloudWatch to detect anomalous behavior, set alarms, visualize logs and metrics, define automated actions, and rapidly troubleshoot issues. Finally, the book will take you through monitoring AWS billing and costs. By the end of this book, you'll be capable of making decisions that enhance your infrastructure performance and maintain it at its peak. What you will learn Understand the meaning and importance of monitoring Explore the components of a basic monitoring system Understand the functions of CloudWatch Logs, metrics, and dashboards Discover how to collect different types of metrics from EC2 Configure Amazon EventBridge to integrate with different AWS services Get up to speed with the fundamentals of observability and the AWS services used for observability Find out about the role Infrastructure As Code (IaC) plays in monitoring Gain insights into how billing works using different CloudWatch features Who this book is for This book is for developers, DevOps engineers, site reliability engineers, or any IT individual with hands-on intermediate-level experience in networking, cloud computing, and infrastructure management. A beginner-level understanding of AWS and application monitoring will also be helpful to grasp the concepts covered in the book more effectively.

The advent of the Information Society is marked by the explosive penetration of information technologies in all aspects of life and by a related fundamental transformation in every form of the organization. Researchers, business people and policy makers have recognized the importance of addressing technological, economic and social impacts in conjunction. For example, the rise and fall of the dot-com hype depended a lot on the strength of the business model, on the technological capabilities available to firms and on the readiness of the society and economy at large sustain a new breed of business activity. However, it is notoriously difficult to examine the cross-impacts of social, economic and technological aspects of the Information Society. This kind of work requires multidisciplinary work and collaboration on a wide range of skills. Social and Economic Transformation in the Digital Era addresses this challenge by

assembling the latest thinking of leading researchers and policy makers. The book covers all key subject areas of the Information Society an presents innovative business models, case studies, normative theories and social explanations

Completely reorganised and comprehensively rewritten for its second edition, this guide to reliability-centred maintenance develops techniques which are practised by over 250 affiliated organisations worldwide.