

Lifetime Reliability Solutions

Profit From Operational and Maintenance Excellence

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Profit from Operational and Maintenance Excellence

Get All the Value from Your Operations and Maintenance

Develop quality new answers to your operating problems.

The most profitable, consistently top-performing operations have learned to master 'operational excellence'. They manage and control 'the system' of making their products well. They improve and maximise the lifetime productivity of their operation. They use their internal systems to build an organisational-wide, high-performance, learning organism and supporting culture.

They have exacting standards and teach their people to achieve them constantly. They stop defects entering their operation, they simplify their processes, they locate and remove root causes of problems and they use continuous improvement as their main method to improve productivity.

Rapidly move your company to profiting from operational and maintenance excellence by identifying, developing and implementing the systems you need.

Because each organisation is individual there is no one-fit-all solution to becoming a world-class operator. Each operation needs to interweave the correct principles into their own distinctive approach. The simple model below explains the process *Lifetime Reliability Solutions* uses to help identify the opportunities to develop your own 'operational excellence' solutions.

This process brings people together to achieve exceptional results.

Before people will accept the need to change they require believable evidence that the current ways are bad. If they can see that the need for change is urgent and compelling (and they will be better off by making the change) then they are highly likely to accept the change willingly. Even more useful and valuable to the organisation is if the change is instigated by the people themselves. If the people help to create the new ways of doing business you will get their buy-in. They will own the new systems and want to deliver the performance that achieves great results.

Depending on the problem, its location in your business systems, and its complexity, a range of methodologies to investigate it are suggested. From the analysis come solutions. *Our requirement is that every solution we offer you brings you both competitive advantage and financial benefit!*

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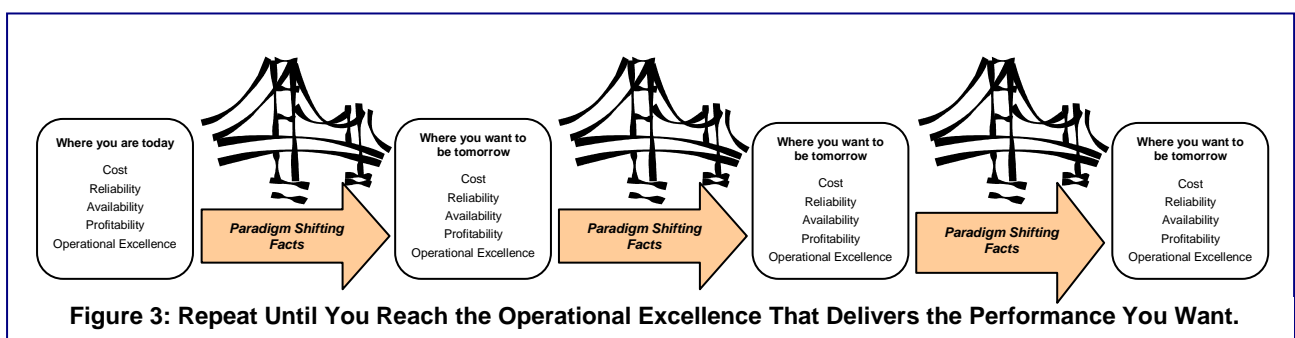
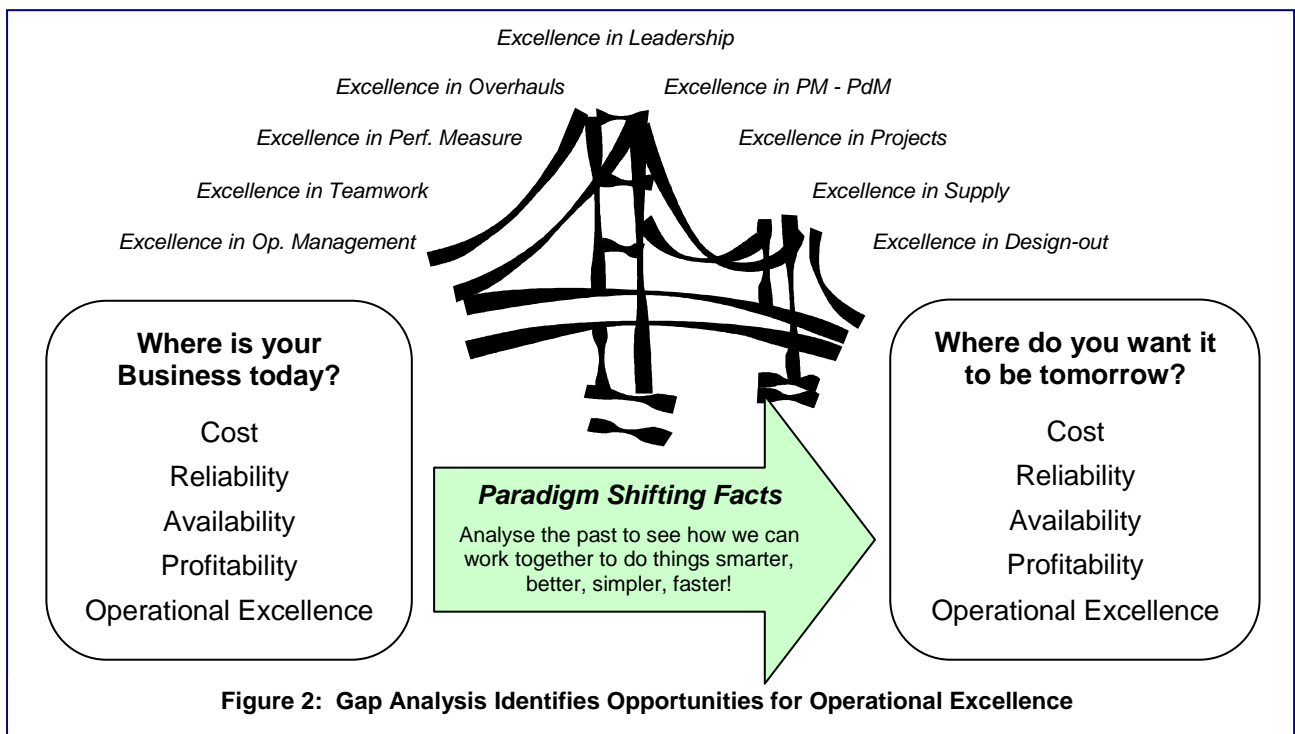
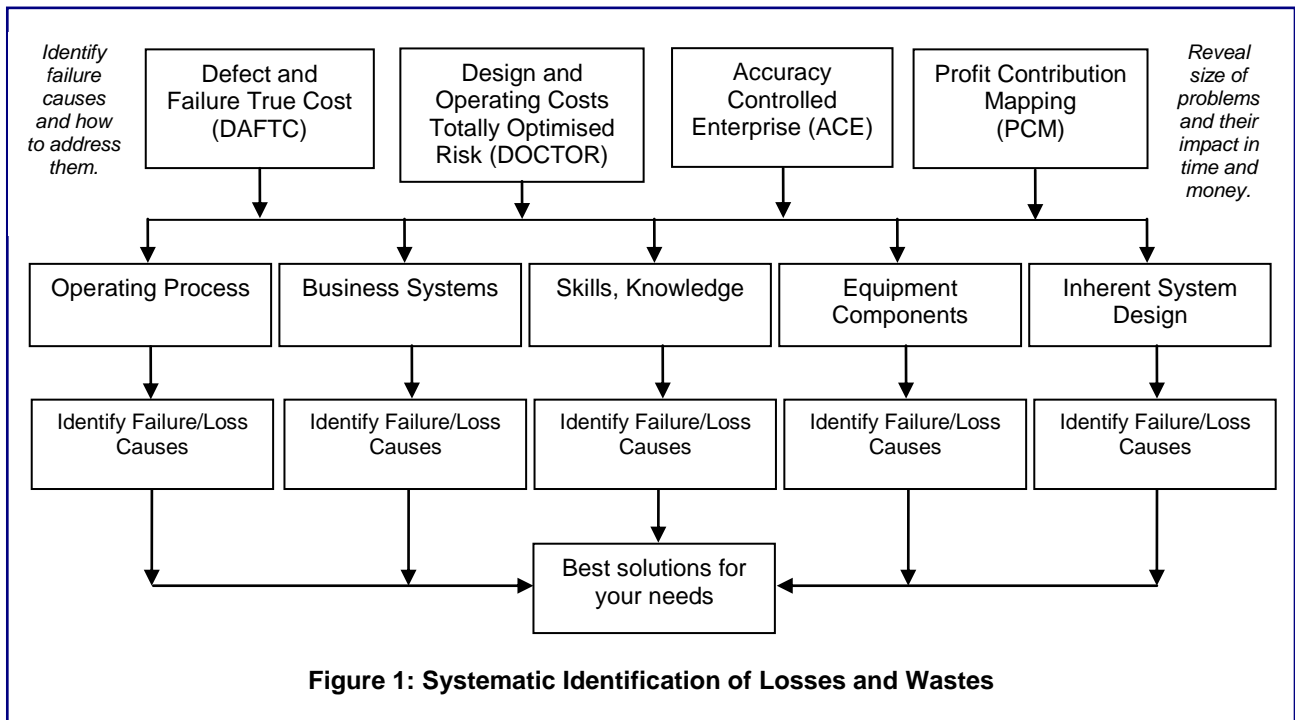
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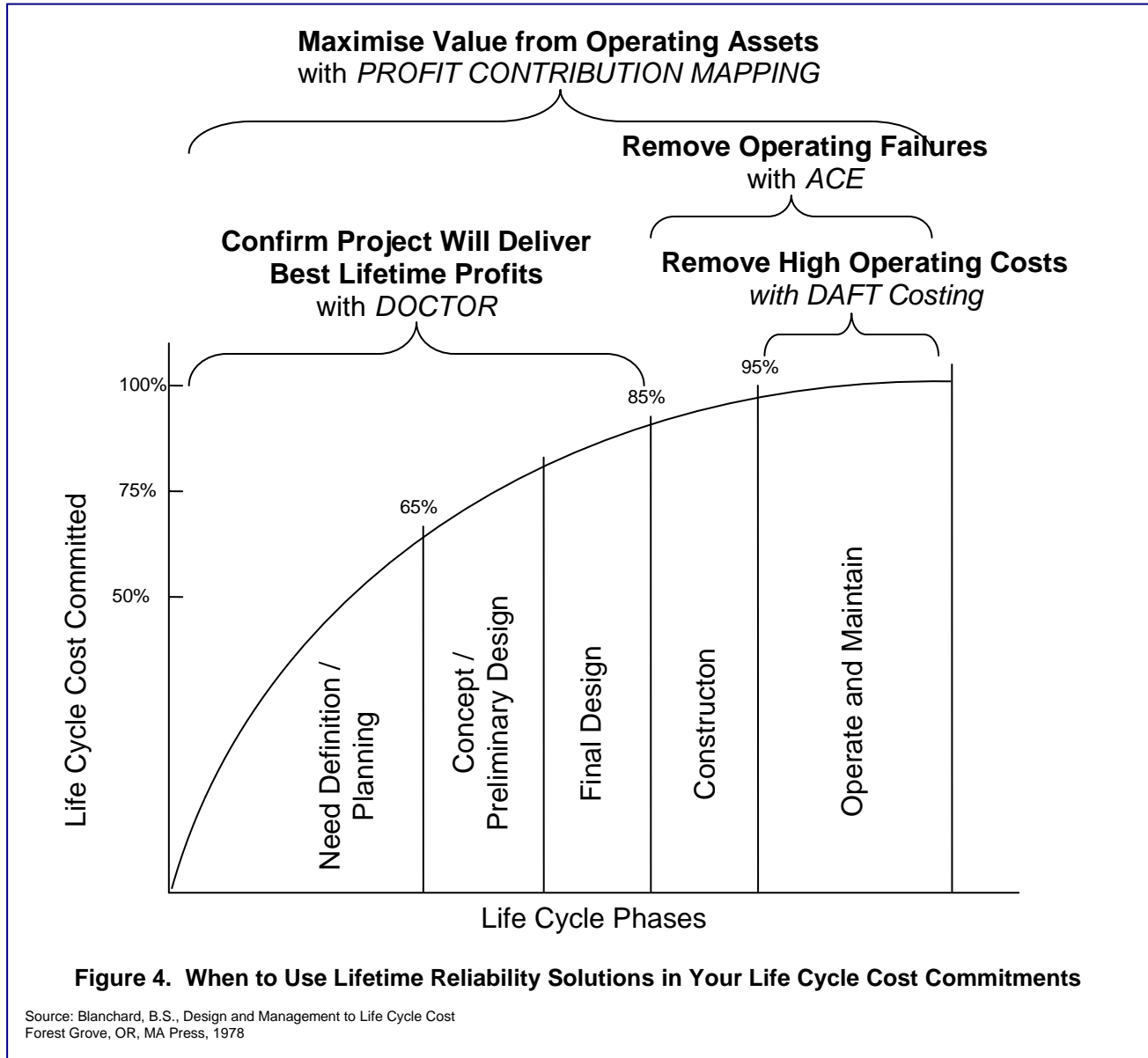
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The Methods and Techniques we use to Identify Your Opportunities to Improve

The figure below shows you where during the Life Cycle Profit process our answers solve your organisation's problems.



The methods used to identify and cost project and operational problems and find new answers are –

Defect and Failure True Costing (DAFT Costing): Identify the full and true costs of failures in real money. Typically the total true defect cost is many times the obvious costs of rectification. When failures occur their costs reverberate across the organisation - Production, Maintenance, Stores, Administration, Finance, Sales and Despatch are all impacted. Seemingly small failures

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snowball into substantial amounts of money that could have been profits! DAFT Costing highlights to everyone the tremendous expense and waste caused by failure and spurs change to the way things are done so that defects, failures and errors are removed.

Design and Operating Costs Totally Optimised Risk (DOCTOR): Analysis of operating costs based on total true failure costs of project solutions in Net Present Value. The total costs of failure consequences are used in a risk model to identify equipment with high future operating costs when they fail. Problem equipment is proactively addressed at the decision and selection stages of improvements and projects. It is a Life-Cycle Profit (LCP) methodology of great value because of its simplicity to understand and to use. Appropriate measures are put in place to track and control the solution's performance.

Profit Contribution Mapping (PCM): Operating processes and procedural steps are examined in detail for their total true costs in order to identify their contribution to the profit of the product or service produced. Where a step adds no value, or produces waste in any form, it is interrogated to justify its continued use; or better solutions are found to change to.

Accuracy Controlled Enterprise (ACE): Upgrade existing business and operating procedures with visual management techniques. These guide people to achieve clearly specified outcomes using targets and tolerances in key tasks coupled with proof-testing that the targets have been hit. Included are measuring methods with feed-back and feed-forward control.

Extra Value-Adding Services to Help You Succeed

After helping you develop your improvement strategies, *Lifetime Reliability Solutions* has the operational and maintenance expertise, experience and knowledge to help you make the necessary changes you want to your organisation to help it reach its 'operational excellence'. To assist organisations to move surely and quickly to 'operational excellence', we also offer a wide range of services, training and support. The range of practical solutions *Lifetime Reliability Solutions* offers is extensive and includes all of those in Table 1.

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Lifetime Reliability Solutions for Operational Excellence

Internal Systems	Training
<ul style="list-style-type: none"> • Accuracy Controlled Enterprise - Production and Maintenance standard operating procedure visual management (Capital Project Management, Maintenance Management Systems, Operating and Supply Systems) • Asset Optimisation best strategy and practices - Overall Economic Efficiency, Preventative and Predictive Maintenance, Condition Monitoring, Precision Maintenance, True Downtime Costs, Life Cycle Profits, FMEA/RCM, Equipment Criticality Analysis, KPI's for equipment and performance, 5S, Quality system. • The Lifetime Plant Wellness System (Lean Principles and Practices, Value Stream Mapping, Best Practice Operational and Maintenance Management, ACE Standard Operating Procedures) • Failure Prevention and Defect Elimination Systems • Equipment Criticality – Identify business risk of equipment failures. • Equipment Reliability protection including Operator based equipment maintenance, JIT Maintenance. • Design and Operations Costs Totally Optimised Risk (DOCTOR) – Life Cycle Profit decision consequence and cost analysis. 	<ul style="list-style-type: none"> • RCA for all - Detection and corrective skills for the workforce • Enterprise Asset Optimisation Workshop with Asset Management, Maintenance Strategy and Failure Prevention • Operator and Maintainer Engineering Academy - Operator and Maintainer engineering competency self-paced training courses. • Failure Prevention and Defect Elimination – Equipment Selection, Precision Maintenance, Accuracy-Improved Systems • Operations and Maintenance Management best practice workshops. • Rich Skills Training - Precision maintenance skills for maintainers and operators (<i>in conjunction with Industrial Training Associates</i>) • Operational Excellence Forum – quarterly management meetings for learning • Operator On-site Watch-keeping and sensory condition monitoring

Table 1: Lifetime Reliability Solutions to Help Your Operation Achieve Excellence

If you have questions, or you simply want more information, please contact Mike Sondalini at *Lifetime Reliability Solutions* by telephone on +61 (0) 402 731 563, or by email at info@lifetime-reliability.com.

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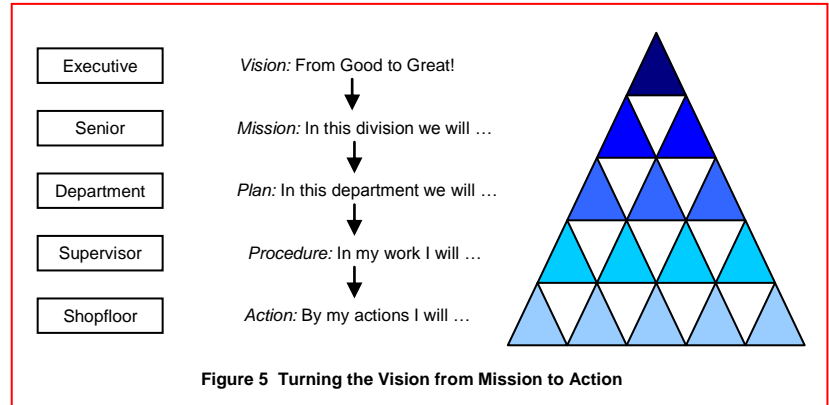
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Putting Lifetime Reliability Solutions in Your Operation

Lifetime Reliability Solutions use the following step-by-step methodology to bring your people together to address the necessary changes that eliminate problems and lead to exceptional results.

Preparation:

1. In consultation with Top Management, pinpoint what changes are required.
2. Identify two or three recent problems associated with the current situation.
3. Collect cost data and what historical information is available. Interview people involved.
4. Apply Defect and Failure True Costing on the effects of each incident to the organisation.



Group Session 1: Clarify the Problem and Consequences - Day 1 (4 – 5 Hours duration)

5. Gather together a group of the people involved and affected by the largest problem.
6. Conduct a Root Cause Analysis of the problem and develop a cause and effect tree. Highlight the cost implications for the organisation of the current problem.
7. Validate the RCA using another incident to confirm if the problem is real and imbedded.

Group Session 2: Eliminate the Causes - Day 2 (Held one or two days after Day 1. 4 - 5 hours duration)

8. Gather group together plus others identified as being intimately involved with the problem.
9. Revisit the issues identified in the RCA and confirm validity.
10. Conduct 'what-if' review of the changes that would eliminate the problem.
11. Identify which 'what-if' changes could be adopted immediately and which could not.
12. Identify what prevents a 'what-if' change from being adopted immediately.

Group Session 3: Build the Future - Day 3 (Held one or two days after Day 2. 4 - 5 hours duration)

13. Reconfirm those changes agreed immediately possible and those that are not.
14. Identify what would be necessary to make the non-immediate changes possible to do.
15. Review the RCA and confirm the proposed changes would eliminate the problems.
16. Identify possible new problems, complications and consequences of the changes.
17. Develop an action plan of the changes to be undertaken and how they are to be resourced.

Post Session's Review: (4 – 5 Hours duration)

18. Provide the final action plans at Senior Management meeting.
19. Discuss the implications and consequences of the plan for the organisation.
20. Identify benefits and possible issues.
21. Review the necessary support needed to implement the plan and address the issues.
22. Develop a timetable to implement the changes.