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## **A Scale for Measuring Reliability Health and Capability in Industrial, Manufacturing and Processing Organisations**

In two minutes, you'll know if your organisation has what it takes to achieve world class operating asset reliability performance. Use the audit tool on the next page to gauge your organisation's capability to design and use process that deliver outstanding plant and equipment reliability.

There are five variables, each with a scale to grade them. The five measures listed are indicators of an organisation's ability to create world class physical asset reliability performance. They are challenging and unforgiving, but the assessment will still give you correct guidance. You want to be at eight or better. Below five is severely business threatening.



<b>Organizational Lifetime Reliability Health Scale</b>			
<b>Criteria</b>	<b>Description</b>	<b>Grade</b>	
Processes	Procedures and methods of the one approved right way to produce all required outcomes are available.	No/few documented processes, with reliance on use of human mind and memory.	0
		Complete process flow diagrams with procedures for all processes, plus work instructions for critical factors.	1
		Fully flowcharted, instructed in all procedural detail, and error proofed to prevent critical step failure.	2
Quality Standards	Clear criteria defining top class, acceptable and unacceptable results at critical points in all processes.	No/few specified work quality outcomes, with reliance on human opinion for decision making.	0
		Measurable quality standards set and monitored for all critical outcomes.	1
		Tri-quality standards set, monitored and trended for all critical process step outcomes.	2
Competence	Personnel are capable, with technical and emotional skills to surely achieve the quality standards.	Use qualified and trained personnel in key positions.	0
		Use competent, proven capable-in-the-role persons in key positions.	1
		Use people competent, proven capable-in-the-role, and accomplished in the processes, in all positions.	2
Discipline	Best available procedures are correctly followed by everyone throughout the organisation.	Most work is done as considered best to do by the person doing it.	0
		All work is done to defined, documented instructions.	1
		All work is done precisely to meet specific quality outcomes.	2
Continuous Improvement	Unendingly looking for, testing and implementing better solutions.	No specified, or irregularly applied, improvement process in use.	0
		Regular measuring and reporting of key process indicators and failures to identify opportunities, and then doing improvements.	1
		Continuous trending of process distributions and analysis of cause-effect to proactively make changes that get best results.	2
		<b>TOTAL</b>	

Table 1 A Scale to Measure Reliability Health