

**For managers and businesses who want productive, problem-free industrial and manufacturing plant and equipment**

## **Writing 3T - Target, Tolerance, Test - Standard Operating Procedures Workshop**

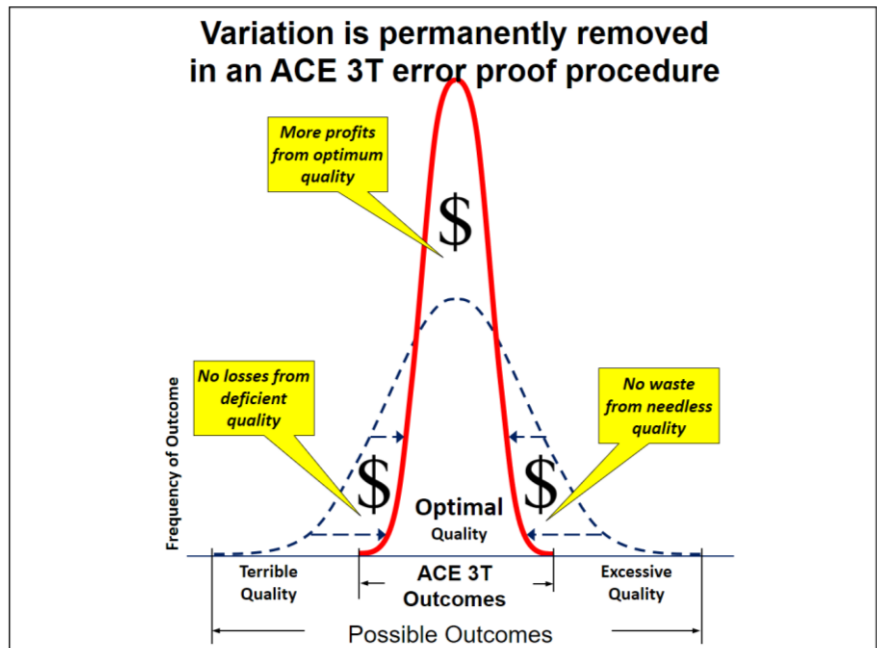
*Get Maintenance and Reliability Excellence*

**Failure Prevention, Defect Elimination and Error Reduction in Your Operation**

**1-day workshop teaches how to stop failures with SOPs that let you control 'chains of events' and get 100% right-first-time results**

**Eliminating errors, defective work, and failure 'traps' stops equipment problems and gets immediate positive benefits for your operation.** You have fewer errors, do less repairs, slash operational problems, reduce costs, cut time losses, less rework (even no rework), stop wasting materials and parts, deliver higher availability, more production, less maintenance, smaller stock holdings and lower spares inventory levels.

In this 1-day workshop, you learn the outstanding failure prevention techniques of the Accuracy Controlled Enterprise (ACE). Accuracy Controlled Enterprises standardized their work with the 3T's of failure prevention and do jobs repeatedly correct and accurate, time-after-time by preventing the causes of errors. They use ACE 3T standard operating procedures (SOP) focused on defect elimination and failure prevention. They stop operating risks dead-in-their-tracks and **make things go right** by discovering defects and correcting them before they become problems.



This scientifically sound approach is based on the foundation processes used by the Japanese to become the world-renown quality manufacturers they are. You will learn how to apply the best work quality methods and techniques used by the world leaders in work accuracy and precision to stop your plant and operating problems.

**No production problems week after week in your operation**

It can be that good. When you have the right systems and methods in place you consistently get the right results. It is not good luck, or fate, or the 'right people' that gets equipment running reliably and producing at full capacity day after day. Good operating results happen because the right processes and methods are in-place and in-use. You can turn a poor performing operation into a



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star performer simply by changing the processes and practices used by its people. Anyone can do it once they know the right things to do and have got a sound and reliable method to introduce the necessary changes into their operation.

At the **‘Write 3T - Target, Tolerance, Test - Standard Operating Procedures Workshop’** you learn full details of this practical, sure, simple method of masterly work with incredibly accurate results. Moneys that are now lost on unnecessarily wasted costs and efforts will become new profits. Rework and scraped jobs will stop. The ACE way of failure prevention and defect elimination permanently improves productivity and delivers new production and profits because losses disappear as more jobs go 100% right-first-time.

**ACE is a sure and certain statistical quality management technique that stops work defects, failures and errors from entering your business and then snowballing throughout your operation.**

Three ACE techniques explained in detail in the workshop.

The first, known as Defect and Failure True Costing, lets you spot and quantify the size of your operating risks so you fix your problems in order of importance and protect your biggest profits ahead of your smallest. It lets you discover where to put your improvement efforts to get the biggest benefits.

The second, called Process Reliability Management, is one of the greatest risk control discoveries and explains why you have so many problems to deal with, why they keep reappearing and how they arise. But, most importantly, it provides you with the insights you need to prevent errors and eliminate defects. You will finally understand why you are always ‘fighting fires’ and you know exactly what to do to forever put them out.

The third is known as the 3Ts – Target, Tolerance, Test – and is the core of the ACE defect elimination method. It is the way of the expert. It is how a ‘master’ does their work and guarantees faultless quality. With the 3Ts imbedded into your work processes, your scrap, losses and wastes disappear. All the savings go straight to the bottom-line as bankable profits.

## **How a yellow highlighter delivered a remarkable 1,000% instant improvement in job accuracy**

A good, yet very common, example of applying the ACE 3Ts was the immediate reduction in clerical errors in an order processing department. Prior to introducing the accuracy controlled enterprise method the error rate in processing orders was 1 in 4. For every four orders processed one would have one or more transcription errors, which caused rework and time loss, often requiring explaining and apologizing to annoyed customers.

A yellow highlighter was all it took to improve accuracy 1000% to 1 in 40.

The data entry person was asked to compare the original faxed order details submitted by a customer against the order details they typed into the computer screen. If the screen was correct they struck through the details on the original order with a yellow highlighter. If the screen entry was incorrect, it was corrected. The additional proof-test added an average of one minute to the processing of each order but reduced errors by 1000% and eliminated hours of future rework caused by incorrect transcriptions. From being a problem department renowned for making errors, the Order Department became the most error-free group in the business. And all this happened because the ACE 3Ts required the Order Department to test the accuracy of each critical task in the order entry process.

The addition of simple proof-tests into all important work activities will dramatically reduce errors and defects by orders of magnitude in your operation too.

## **Who should go to this 1-day workshop that stops problems and wastes?**

This day-long workshop is for Managers, Engineers and Supervisors from companies and organisations who wish to know how to permanently eliminate defects and prevent failures in their operating plants, facilities and work processes. You will:

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- **discover where and how defects, failures and error enter your business**
- learn to fully measure and calculate the devastating corporate-wide impact of failures, both the occasional large ones that everyone knows of and, most importantly, those many annoying, repetitive small failures that you brush past all the time but which add-up to bucket-loads of lost profit
- **explore, investigate and learn the new methods now available to you that deliver tight statistical control over all work so you can stop failure incidents and manage risks in every activity of your business**
- be taught how to interweave the new failure preventing ways into your current operating procedures to deliver immediately improved accuracy control and higher quality with right-first-time performance.

## Course Information and Course Content

### Write 3T - Target, Tolerance, Test - Standard Operating Procedures Workshop 1-Day Workshop Content Overview

Defect and failure true costs	The Accuracy Controlled Enterprise
How problems enter your business	Using 3T procedures to remove work process risk
Understanding work process risk and reliability	Example of defect eliminating procedures
Uncertainty of series work processes	<i>Activity 2 – 3T Procedure writing - controlling risk</i>
Controlling work process risk and reliability	Assessing and grading remaining risk in procedures
Quality vs. reliability	Standardize and systemize
Gaining statistical control of workmanship quality	Training to procedures
Variation in skills	Questioning imbedded paradigms and beliefs
Variation in quality	A change management process
<i>Activity 1 – Cross Hair Game – understanding variation</i>	<ul style="list-style-type: none"><li>• Management preparation</li></ul>
Failure prevention and defect elimination	<ul style="list-style-type: none"><li>• Identifying the current state</li></ul>
Error proofing performance	<ul style="list-style-type: none"><li>• The best practices</li></ul>
What does it mean to manage quality?	<ul style="list-style-type: none"><li>• Plan the future state</li></ul>
Controlling errors and defects	<ul style="list-style-type: none"><li>• Putting changes into the workplace</li></ul>
Use and purpose of using procedures	<ul style="list-style-type: none"><li>• Test and adjust</li></ul>
Turning things into visual management	<i>Activity 3 – Strategy and plans discussion forum</i>
	Wrap-up and review of the Course

## Register yourself into the workshop today to be sure you get seating

Register immediately for this 1-day workshop if you want to be sure of a seat. Seating is limited at the venue and seats allocation is on a first-come-first-served basis. Complete your registration form on the last page, then choose your payment option, then scan it and email to [info@lifetime-reliability.com](mailto:info@lifetime-reliability.com). Book yourself into the course now. Don't delay, or you will miss-out on your spot. A confirmation of your registration will be emailed to the email address provided and includes all venue details.

On the day of the workshop, doors open from 8.00am with the presentation starting at 8.30am and finishing at 4.30pm. Morning and afternoon teas are 15 minutes and lunch is 45 minutes. Parking is normally available nearby. Please check local road maps, or the venue website, to find a suitable parking location.

## Your 100% Money Back Guarantee

All Attendees are afforded maximum protection at our seminars, courses and workshops by a 100% Money Back Guarantee. If, for whatever reason, you believe your expectations have not been met, your attendance

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fees will be totally refunded in full. As further compensation, you are also allowed to keep all materials handed out during the presentation. (Guarantee is subject to booking fee being received by due date.)

## Details on Your Workshop Presenter:

The seminar presenter, Mike Sondalini, has been a mechanical tradesman, a professional maintenance engineer, a maintenance planner and a maintenance manager. He uses his extensive practical expertise and business experience to take attendees through a carefully structured coverage during which they learn the key knowledge, understandings and skills that **deliver practical and valuable contributions to improve asset productivity, reduce maintenance costs and maximise production performance and quality**. But more than that, he uses his years of experience as a maintenance manager in business to focus on the critical success factors of what to do, and how to do it quickly and well, so that you and your people make wise use of your resources, do work expertly in the least time necessary, and continually improve the operation's productivity, efficiency and effectiveness.



**Mike Sondalini** B Eng (Hons), MBA, CP Eng.: In engineering and maintenance since 1974, his career extends across original equipment manufacturing, beverage production, steel fabrication, industrial chemical manufacturing, quality management, project management, industrial asset management and industrial training. He specialises in helping capital equipment intensive companies build sound business risk management practices, introduce world-class lean thinking, develop good enterprise asset management systems and instil the precision knowledge and skills needed to continually improve plant uptime.

He is a consultant and trainer in Industrial Asset Management, Maintenance Management, ISO 9001 Quality Management Systems and Lean Manufacturing. He held project engineering and maintenance management positions during his 8 years at the Swan Brewery. He held maintenance engineer and maintenance manager positions during his 10 years at Coogee Chemicals. In this role, he successfully introduced maintenance planning, condition monitoring and maintenance strategies that reduced production downtime and maintenance costs. Two achievements were reducing bearing failures from 3 a month to 3 a year and mechanical seal failures from over 20 a year to 3 a year. As a maintenance manager, Mike also successfully initiated and trained others in reliability best practice techniques focused on equipment reliability, including vibration analysis, wear particle and oil analysis, thermography, equipment criticality analysis, root cause failure analysis. He is a qualified mechanical tradesman and an approved internal quality system auditor. He has authored numerous industrial maintenance publications and developed the [www.feedforward.com.au](http://www.feedforward.com.au) UPTIME training series for the chemical and process plant workforce. His consultancy, Lifetime Reliability Solutions, provides guidance and coaching to organisations in imbedding best practices into their operations. He is a past Chairman of the WA Chapter of the Maintenance Engineering Society of Australia and is a confident and exciting presenter at Australian and international conferences and workshops. Mike has been developing practical business solutions and providing valuable training to industry for much of his professional career and here are some comments on the quality and worth of his work:

## Testimonials from Mike's Maintenance Planning and Scheduling 3-Day Course

### Great reviews and unqualified support for the course content and value:

*"Very good – has changed the way I think about maintenance planning." – "Helped to give me confidence that I'm heading in the right direction in planning." – "Usually I find if one thing of use is learnt per day then value is achieved; value has been achieved! Also good notes, CD and risk analysis template." – "Some very good concepts to take back to work which could help our business." – "Very interesting, more than enough information for a 3-day course." – "The course members from industry were very impressed with the content." – "Being a planner for only three months, I found this course excellent and relevant to my position." – "Heaps of information put out." – "Very informative. Eye-opener in some areas." – "Excellent – will help with future job prospects."*

**Attendees have come from large and small businesses: BHP Billiton** (Iron ore miner), **Fortescue Metals Group** (FMG) (Iron ore miner), **Woodside Energy** (Oil and Gas producer), **BGC Construction** (Building products manufacturer), **Wesfarmers Premier Coal** (Open-cut coal miner), **Pearlsteet** (Maintenance services contractor), **Albany Pine Plantations** (Woodchip supplier)

## Testimonials about the LRS UPTIME plant operator and maintainer training publications:

**"We are all still enjoying your newsletters immensely. The topics are always extremely useful to us and we find the articles well written and easy to understand."** *Karen Chew - Maintenance Engineer – Tiwest JV, Kwinana, W Australia*

**"I enjoy reading your UPTIME flyer and it is receiving good responses from those I have shown it too within our business."** *Neil Smith, Specialist Adviser - Maintenance Best Practice, Hamersley Iron, Rio Tinto Australia,*

**"I pass the UPTIME flyer onto a group here called "Operational Services", who perform operations & maintenance duties in our ashing & water plants, with also first line call maintenance for the entire station after hours. They have got a lot out of them."** *Mike Baker - Production Coordinator – Muja Power Station, Western Australia*

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