



# EFNMS

EUROPEAN FEDERATION OF NATIONAL MAINTENANCE SOCIETIES vzw

**LEARN TO MEASURE AND IMPROVE YOUR  
MAINTENANCE PERFORMANCE**

# EFNMS BENCHMARKING WORKSHOP

On the application of the standard EN 15341

“Maintenance Key Performance Indicators” to measure maintenance and availability performance

When a company wants to compare maintenance and availability performance internally or externally, they need a common platform in terms of predefined indicators or metrics so that they can compare apples to apples. This challenge is being met by EFNMS (European Federation of National Maintenance Societies) who organises the Benchmarking workshop that will give the participants competence in the application of benchmarking based on the indicators from the standard EN 15341

The European Technical Committee 319 “Maintenance” Working Group 6, has produced the European standard EN 15341 “Maintenance Key Performance Indicators” which was adopted in the spring 2007.

EFNMS invites maintenance managers to join the EFNMS benchmarking workshop based on EN 15341.

The EFNMS benchmarking workshop will provide training and practice in the calculation and understanding of the indicators for measuring maintenance performance.

At the workshop the participant will get the opportunity to calculate a number of key figures for maintenance cost, maintenance man hours and availability performance.

- To increase the understanding for benchmarking and maintenance indicators
- To disseminate knowledge
- To calculate the indicators for the participants



## THE OBJECTIVES OF THE WORK SHOP ARE:

Every participant is invited to bring their own data for the calculation of the company indicators at the workshop. If data is unavailable the participants are welcome to bring their data as “best estimate”.

The benefits for the participants at the workshop are:

- To obtain a better understanding of the terminology and definitions in maintenance
- To support business strategies with predefined goals
- To understand the indicators and how to improve the performance behind the indicators
- To compare their current maintenance performance with that of others
- To communicate maintenance performance improvement to management and maintenance staff
- To highlight areas of best performance
- To share experience in benchmarking, and to network with others

The people who should attend are:

- Maintenance managers
- Operations managers
- Facility managers
- Production managers
- Technical managers
- Site managers
- Maintenance superintendents
- Maintenance Engineers
- General managers or any other personnel who are involved with benchmarking, or have taken the first steps into the benchmarking processes

The benchmarking workshop language is in general English for international workshops. For National benchmarking workshops the language will be the National language.

# DETAILED WORKSHOP PROGRAMME - (ADJUSTABLE ON YOUR NEEDS)

- 9.00 – 9.15** Welcome and workshop purpose. General opening of the workshop
- 9.15 – 9.45** Why develop benchmarking figures for maintenance and maintenance terminology?  
Presentation of the standard EN 15341 and terminology for maintenance
- 9.45 – 10.30** Case with indicators from the model company “European Factory for Natural Maintenance Societies” - or other model companies
- 10.30 – 11.00** Break out sessions 1, Indicators for man hours. Calculation of the indicators done by each participant
- 11.00 – 11.30** Coffee-break
- 11.30 – 12.00** Discussion on the result of the figures calculated. How can we interpretate the indicators?  
Which activities will improve the indicator?
- 12.00 – 12.30** Break out sessions 2, Indicators for maintenance cost. Calculation of the indicators done by each participant.
- 12.30 – 13.00** Discussion on the results of the figures calculated. How can we interpretate the indicators?  
Which activities will improve the indicators?
- 13.00 – 13.30** The process for the development of indicators, Policy, strategies
- 13.30 – 14.30** Lunch
- 14.30 – 15.00** Break out sessions 3, Indicators for availability. Calculation of the indicators done by each participant.
- 15.00 – 15.30** Discussion on the result of the figures calculated. How can we interpretate the indicators?  
Which activities will improve the indicators?
- 15.30 – 16.30** Collection of the results from the workshop. Comparison with best practices. Evaluation of the workshop. Did the participants create a higher level of understanding?



## WORKSHOP SHORT NOTE

Main objectives	To increase the understanding for benchmarking and maintenance indicators To disseminate knowledge To calculate the indicators for the participants in case they bring their own data.
Working language	English
Main contents	To obtain a better understanding of the terminology and definitions in maintenance To understand the indicators and how to improve the performance behind the indicators To share experience in benchmarking, and to network with others
Material	Every participant is invited to bring their own data for the calculation of the company indicators at the workshop. The workshop facilitators will also provide the participants with data from a model company before the workshop.
Co-ordinator	EFNMS Maintenance Benchmarking Committee
EN 15341	The standard EN 15341 "Maintenance Key Performance Indicators" can be included in the workshop on request.
Information	<a href="http://www.efnms.org">www.efnms.org</a> or your local maintenance society
Workshop facilitators	Experts from the National Maintenance Society and the EFNMS Maintenance Benchmarking Committee

## European Federation of National Maintenance Societies (EFNMS vzw)

The European Federation of National Maintenance Societies, FNMS vzw is an official non profit organisation under Belgian Law and is the umbrella organisation for the National Maintenance Societies in Europe.

The mission is to coordinate and represent the National Societies supporting a knowledge network and providing means to improve the know-how and direction of Maintenance in the European Union. With the aim, by means of Maintenance, to raise the effectiveness and competitiveness of Industry and Infrastructure of Europe thereby providing social, environmental and economical sustainability.

For more information see: [www.efnms.org](http://www.efnms.org) or contact your local Maintenance Society.

### Maintenance Societies in Europe



Belgian Maintenance Association  
[www.bemas.org](http://www.bemas.org)



Ceska Spolecnost Pro Udrzbu  
Czech Maintenance Society  
[www.udrzb-espucz](http://www.udrzb-espucz)



Hrvatsko Drustvo Odrzavatelja  
Croatian Maintenance Society  
[www.hdo.hr](http://www.hdo.hr)



Den Danske Vedligeholdels  
Danish Maintenance Society  
[www.ddv.org](http://www.ddv.org)



Kunnossapitoyhdistys ry  
Finnish Maintenance Society  
[www.kupinet.fi](http://www.kupinet.fi)



Association Française des Ingénieurs et responsables de Maintenance  
French Maintenance Society  
[www.afim.asso.fr](http://www.afim.asso.fr)



Gesellschaft für Instandhaltung  
German Maintenance Society  
[www.gfn.de](http://www.gfn.de)



Irish Maintenance Society  
[www.meta.ie](http://www.meta.ie)



Associazione Italiana di Manutenzione  
Italian Maintenance Society  
[www.aiman.com](http://www.aiman.com)



Nederlandse Vereniging Voor Doelmatig Onderhoud  
Dutch Maintenance Society  
[www.nvdo.nl](http://www.nvdo.nl)



Norsk Forening for Produksjon og Vedlikehold  
Norwegian Society of Maintenance Engineer



Polskie Naukowo-Techniczne Towarzystwo Eksploatacyjne  
Polish Maintenance Society  
[www.eksploatacja.waw.pl](http://www.eksploatacja.waw.pl)



Associação Portuguesa De Manutenção Industrial  
Portuguese Maintenance Society  
[www.apmi.pt](http://www.apmi.pt)



Društvo održavalaca tehničkih sistema  
Technical System maintenance society  
Serbia and Montenegro  
[www.dots.org.yu](http://www.dots.org.yu)



Slovenska spoločnosť udrzby  
Slovak Maintenance Society  
[www.udrzbask](http://www.udrzbask)



Društvo Vzdrževalcev Slovenije  
Slovenian Maintenance Society  
[www.drustvo-dvs.si](http://www.drustvo-dvs.si)



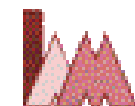
Asociación Española De Mantenimiento  
Spanish Maintenance Society  
[www.aem.es](http://www.aem.es)



Foreningen Underhållsteknik  
Swedish Maintenance Society  
[www.utek.se](http://www.utek.se)



Maintenance and Facility Management Society of Switzerland  
[www.mfs.ch](http://www.mfs.ch)



The Institute of Asset Management  
United Kingdom  
[www.iam-uk.org](http://www.iam-uk.org)

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