

Global Maintenance and Reliability Indicators



Fitting the Pieces Together

2nd Edition

A publication of

European Federation of National Maintenance Societies vzw
and
Society for Maintenance & Reliability Professionals

EFNMS Maintenance Benchmarking Committee

SMRP Best Practice Committee



Harmonised Indicators Document

2nd Edition

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Foreword by Mr. Franco Santini, CEN

The standard CEN EN 15341 “Maintenance Key Performance Indicators” released in March 2007, was designed and developed from September 2003 until February 2007 by CEN Technical Committee 319 Working Group 6, set up by the major European experts of maintenance management, with the aim to achieve a system and an architecture of indicators able to become a common basis to measure the maintenance performance in a shared and significant way at worldwide level.

In fact the WG 6, moving from all the maintenance indicators available in the literature and in the guidelines, procedures and experiences of many multinational industrial companies, selected three groups of KPIs as follows:

- Economic: E1..... E24
- Technical: T1T21
- Organizational: O1.....O26

The characteristics of Maintenance KPIs introduced in the standard are the following:

- ✓ simple and synthetic
- ✓ defined in a clear and unambiguous way
- ✓ measurable on homogenous basis
- ✓ linked on one or more factors
- ✓ suitable in management maintenance process

The KPIs are tools available to be used

- ✓ To measure the status
- ✓ To compare internal and external benchmarks
- ✓ To verify the technical organizational attitude
- ✓ To diagnose every situation: strength and weakness
- ✓ To define a strategy, objectives, targets and actions
- ✓ To check the results and the progress of a plan
- ✓ To visualize the success and to share the achievements
- ✓ To measure needs and changes continuously

Therefore, standard EN15341 is a reliable and fundamental reference to achieve a harmonised document between SMRP and EFNMS as a Worldwide Standard to measure and develop in the same way the maintenance performance, considering and managing in appropriate way the external and internal influencing factors outlined in the standard. Further information is available at www.cen.eu

I do believe that this 2nd edition of this Harmonised Indicator Document, revised after the Workshop of Euromaintenance 2008 Congress, and many careful studies and feedback carried out by Working Group 6, will support this perspective, giving an up-to-date and proved common base in the process to achieve only one worldwide set of standard to measure the Maintenance Key Performance Indicators

Franco Santini, Chairman of Working Group 6, CEN