Maintenance Fitness Questionnaire

Score so that you follow the percentage. In other words if you follow the question 50% of the time give yourself the less than 60% points. I would like to acknowledge my late mentor, Jay Butler for the first version of this questionnaire. After you complete the questionnaire:

1. Review each question and rate its importance to your fleet..
2. Use a 1-9 rating scale in the rating column.
3. Discuss only those items important to your organization (ratings 5 and up).
4. Compile a separate list of the rated items only, in priority order.

A. Initiation and authorization of work   Do you have

Rating	Q#	Question	NO	>20%	>40%	>60%	>80%	100%
	1	Written formal work order system (WO or sometimes called Repair Order RO)	0	5	10	20	35	45
	2	Printed (or computer generated) Work Order	0	5	10	15	20	20
	3	Written Procedure for WO system	0	0	0	5	10	15
	4	A single person or unit responsible for screening and/or prep of all WO	0	0	10	15	20	25
	5	Formally designated group that can request Maintenance Service	0	0	0	5	10	10
	6	All work identified by repair reason: PM, Re-build, Damage, Emergency	0	5	10	15	20	20
	7	Extra authorization required for special project jobs in contrast to normal repairs	0	0	0	5	5	10

Rating	Q#	Question	NO	>20%	>40%	>60%	>80%	100%
	8	Reasonable date wanted on all WO with restrictions against ASAP, AT ONCE, HOT, ect.	0	5	5	10	15	20
		TOTAL INITIATION AND AUTHORIZATION 165 possible						

B. Planning and Scheduling   Do you have . . .

Rating	Q#	Question	NO	>20%	>40%	>60%	>80%	100%
	1	Historical performance standards for common repairs (actual time)	0	5	10	15	20	25
	2	Periodic issuance of Earned Hour or Productivity report	0	0	0	0	30	40
	3	Productivity incentive system	0	0	5	5	10	10
	4	Any feedback of a job's status before it is completed	0	0	5	15	25	30
	5	Up-to-date plan for any major re-builds, special jobs or refurbishments with start & end dates, hours	0	5	15	20	25	25
	6	Is this plan reviewed by the Operations Mgr and other top Mgr's on a weekly basis	0	0	0	0	10	20
	7	PM inspection and service done on schedule and not delayed due to large jobs, lack of labor	0	0	5	10	15	20
	8	Jobs completed on time in line with schedule	0	0	5	10	15	25
	9	Trend backlog to support crew size changes	0	0	5	10	15	20
	10	Use data to predict scheduled overtime and use of outside shops	0	0	0	5	15	20
	11	A good idea of the effect	0	0	0	5	10	15

Rating	Q#	Question					
		in hrs/month of changes in machine hours or number						
		Total Planning and Scheduling 250 possible						

C. Preventive Maintenance   Do you have . . .

Rating	Q#	Question	NO	>20%	>40%	>60%	>80%	100%
	1	PM compliance is high (PMs are done in the week they are due)	0	0	0	0	5	10
	2	Unique units numbers for all units and unit numbers on all WOs	0	0	0	5	10	15
	3	Repair history readily available to identify costs, frequencies, and component systems since equipment was purchased	0	5	15	25	35	40
	4	Comparison data of repairs to like units in like service	0	5	10	15	20	20
	5	Repair budgets for major units	0	0	0	5	5	10
	6	PM mechanics generate WOs immediately after detecting conditions that should be corrected	0	5	10	15	20	25
	7	Tickler file, computer system, or some other method to automatically generate PM inspection orders when they are due	0	0	0	5	10	15
	8	Mechanics assigned to PM on a full time basis or all day	0	0	5	10	15	15
	9	All PMs have been rationalized so that statutory PMs are	0	0	0	5	10	15

		incorporated into regular PMs to avoid duplication.						
	10	Special training for PM mechanics in diagnosis and Predictive Maintenance	0	5	10	15	20	25
		Total PM 190 Possible						

D. Stores and Parts   Do you have . . .

Points	Q#	Question	NO	>20%	>40%	>60%	>80%	100%
	1	Responsibility for control of maintenance stores	0	0	0	0	5	5
	2	Store requisition tied to WO	0	0	0	5	10	15
	3	All Parts are charged to Units	0	0	5	10	15	20
	4	Annual physical inventory & review and elimination of obsolete parts or cycle counting	0	0	5	10	15	20
	5	Was the shortage at the last physical inventory 0%, 1%, 2%, 3%, 4%, 5 or greater%	0 (>5%)	5 (<5%)	10 (<4%)	15 (<3%)	20 (<2%)	25 (<1%)
	6	Controlled stock level (order points)	0	0	5	10	15	25
	7	Parts catalog which includes cross-reference	0	0	0	5	10	15
	8	How often are machines down awaiting parts	20	15	10	5	0	0
	9	Stores system identifies make, model where part is used	0	0	0	5	10	15
	10	Is there a functioning warrantee management system for parts that fail before the warrantee is used up?	0	0	5	5	10	20
		Total Stores 180 Possible						

E. Maintenance Administration Do you have . . .

Points	Q#	Question	NO	>20%	>40%	>60%	>80%	100%
	1	An organization chart	0	0	0	0	5	5
	2	Adequate planning and clerical staff	0	5	10	15	20	20
	3	Job time keeping system to identify and account for all payroll hours against units or other assigned tasks	0	0	10	20	25	30
	4	Regular report showing labor hrs for PM, Emergency, scheduled repair and other activities	0	0	0	0	10	20
	5	Regular meetings with user departments	0	0	0	0	15	20
	6	Maintenance Department head reports to VP or Operations or Plant Manager	0	0	0	0	0	15
		Regular identification of and review of repeat repairs with an eye for solving them permanently	0	0	5	10	15	20
		Is there a warrantee management system for all vehicle warrantees?	0	0	5	5	10	20
		TOTAL SCORE Administration 150 possible						

Maintenance Fitness Questionnaire SCORE SHEET

Section Your score Grade

A. Initiation and Authorization _____ / 165 = _____

B. Planning and Scheduling _____ / 250 = _____

C. Preventive Maintenance _____ / 190 = _____

D. Stores and Parts _____ / 180 = _____

E. Maintenance Administration _____ / 150 = _____

TOTAL _____ / 1000 = _____

Here's how to use the results:

1. Give questionnaire to your Top Management with the statement that this is what good maintenance is about, we would like your opinion as to how we are doing.

2. Give questionnaire to your users with the statement these are our goals how do you think we are doing.

3. Give to your own maintenance staff and ask them where are we today.
You will be surprised at the response, in all cases it defines the language and sets the stage for further discussions. Feel free to modify the questions to reflect your organization and your language.

_____

Joel Levitt, Director International Projects JLEVITT@LCE.COM
Life Cycle Engineering | 4360 Corporate Road Office | Charleston, SC 29405
843.744.7110
Mobile +1-267-254-0061
www.LCE.com