



Global Leaders In Maintenance & Reliability

## Supervising Maintenance Overview

### Big Goals Deserve Big Results.

Make It Happen With Marshall Institute.

#### SUP Maintenance Overview

Fulfill your leadership potential and become **YOUR** best Maintenance Supervisor

Basic supervisory skills can be learned in any management course, but only in Marshall Institute's course will you learn to apply supervisory skills to lead a well oiled maintenance team. This course is the product of 40 years of Marshall Institute's experience in industry. Through group discussion, exercises and facilitator guidance you will learn how to be a better supervisor and a great leader.

Many supervisors are thrust into positions of leadership without understanding the value of their position, awareness of their role and responsibilities, and knowledge of effective use of character traits, leadership practices and tools. This seminar is designed to provide new and tenured maintenance supervisors with the knowledge and confidence to improve their performance, their team's efficiency and effectiveness and support plant capacity. This purposeful training culminates in the creation of your personal development plan.

You will leave this seminar with energy, excitement, confidence and clear direction.

#### Upon completion of this course you will be able to...

- Describe the elements and benefits of TPM / Total Process Reliability
- Recognize the value of maintenance supervision within the organization
- Summarize the responsibilities of a maintenance supervisor
- Recognize the important character traits of maintenance supervision to improve your performance
- Demonstrate successful leadership practices of maintenance supervision to increase the maintenance team's productivity
- Apply tools to support plant capacity
- Create a Personal Development Plan

#### Who Should Attend This Seminar?

Those who have been or will be given the responsibility to lead (coach, support, delegate, and administrate) an efficient and effective maintenance department.

These include but are not limited to:

- Frontline Maintenance Supervisor
- Maintenance Lead
- First Level Maintenance Manager
- Maintenance Coordinator
- Maintenance Coach

To improve the Maintenance and Reliability performance of your organization, contact **Marshall Institute** at (919) 834-3722.  
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## SUP Seminar Content

### Section 1:

#### Total Process Reliability (TPR)

- Common Maintenance Issues
  - New Equipment
  - Recurring Equipment Issues
  - Operations
  - Maintenance Process
  - Training
- TPR as the Solution
  - 5 Elements of TPR
  - Goals of TPR
  - 3 Principles of TPR
  - TPR Philosophy
  - 8-Phase Implementation Model
  - Maintenance Excellence
- Benefits of TPR
  - Success Stories
  - What's in it for me?
  - What's in it for the team?
  - What's in it for the company

### Section 2:

#### The Value of Maintenance Supervision

- Value to:
  - Management
  - The Maintenance Team
  - Plant Capacity
- Your Value
  - Write your own value statement

### Section 3:

#### Maintenance Supervisor Responsibilities

- Responsibilities
  - Responsibilities Supervisors should and shouldn't do
  - Planner Functions
  - Scheduler Functions
- Your Responsibilities
  - Identify responsibilities you should do more, and less of

### Section 4:

#### Maintenance Supervisor Responsibilities

- Traits
  - Character traits of a great supervisor
- Your Traits
  - Conduct a self-assessment of your character traits

### Section 5:

#### Leadership Practices

- Importance of Leadership
  - Difference between a manager and a leader
- Key Leadership Practices
  - Communication
  - Decision Making
  - Delegating
  - Training
  - Performance
  - Correcting Unsatisfactory Behavior
  - Conflict Resolution
  - And more
- Select Leadership Practices
  - Identify Leadership Practices you would like to work on

### Section 6:

#### Supervisor Tools

- Important Tools
  - Tools to increase your, your team's and your plant's efficiency
- Tools in Practice
  - 5S
  - 5 Why
  - Training Matrix
  - YTT
  - Craft hour Availability
  - Audits
  - And more
- Your Tools
  - Select tools you will use

### Section 7:

#### Team and Personal Development Plan

- Seminar Review
  - Select impactful learning objectives
- Personal Development Plan
  - Identify goals to develop and improve your own ability, your team productivity and your company's systems effectiveness.

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