

# Maintenance Management

**VIENI ASSOCIATES, Inc.**  
Engineering & Operation Services

## COMMUNICATION

## COLLABORATION

## INNOVATION

Those are the watchwords of the real-time maintenance organization. Everyone in the organization knows where they're assigned, what they're supposed to be doing, and why it's crucial that they do it well and in a timely fashion. Leaders know where all of their resources are at all times, and central communications dispatch systems keep the entire operation synchronized and ready to redeploy at a moment's notice.

Continuous improvement is created through an enterprise-wide commitment to a shared vision. Your enterprise vision is embodied in a workable

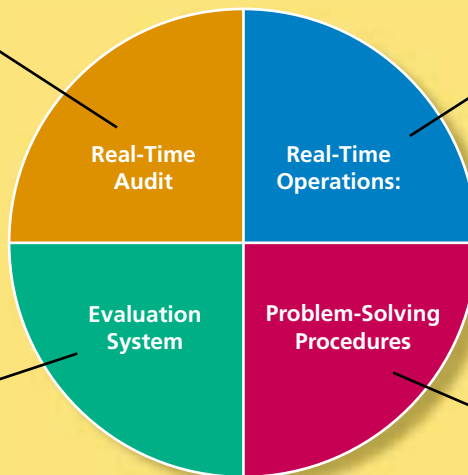
operational strategy and achieved through rigorous and ongoing assessment and problem-solving.

The real-time maintenance management organization enjoys the benefits of:

- ▼ Dynamic responsiveness, quick deployment
- ▼ Ownership and accountability, a sense of teamwork
- ▼ Empowerment of all employees
- ▼ Safety awareness, and readiness
- ▼ Improved time and attendance
- ▼ On-demand fuel and materials supply
- ▼ Full fleet utilization
- ▼ Constant innovation at all levels of the organization

### THE SHARED VISION Journey to Excellence

- Comprehensive study of:
- Strategic and tactical strengths
  - Bottlenecks and breakdowns
  - Real-time communications readiness
  - Collaborative innovation
  - Resource utilization
  - Training and skills needs



- Information flow
- Location of crew
- Employee accrual
- Inventory & material status
- Equipment status & movements
- Emergency issues

- Continuous improvement assessment of:
- Quality assurance
  - Physical features
  - Customer satisfaction
  - Reduced absenteeism
  - Low turnover

- Administrative planning & review
- Line leadership planning & review
- Staff reviews of administrative, operations,
- Inventories, customer service, and budget
- Suggestion, innovation, & recognition programs

