



Computerized Maintenance  
Management Systems

Issue No. 001/05 February 2005

## CWORKS QUARTERLY NEWSLETTER

### ISSUE NO 001/05 FEBRUARY 2005

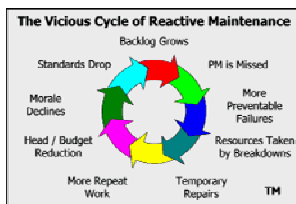
## FEATURED CWORKS PARTNERS



[www.ReliabilityAssurance.com](http://www.ReliabilityAssurance.com)

**Maintainability :**  
**Reliability : Productivity :**  
**Empowerment :**  
**Efficiency :**

“What would it mean to your business if your maintenance related downtime was halved and the productivity of your maintenance staff increased by 20%?”



### Managing Failures with simple Failure codes

Many implemented CMMS fails to give maximum benefit to the maintenance manager because job completion data is not comprehensive enough to do any failure analysis on them. This is due to a lot of times, job completion remarks are filled with only a standard short statement such as "Job completed" or "Work done".

These kind of statements only let you know what job is done and what is pending, it doesn't allow you to analyze further by type of failures so that you can see which failures requires more of your attention.

One tip to ensure more comprehensive job completion data is to build a list of failure codes consisting of a unique failure type number and description of failure type. If every completed work is tagged with the appropriate failure type code, you can easily analyze which failure are frequent or has an occurrence trend.

However, for the technicians to remember all the codes and record them down on the work order, it can be very difficult. A way to make this easier is to print the failure code list on small credit card size cards (it may even be laminated) that the technicians may carry in their pockets for easy referral when recording their work orders. If your list of failure types has grown very large, foldable cards may be used.

### Prioritize Work by assigning Work Criticality Types

Most CMMS allows you to record work or work order criticality types. These work criticality types is usually listed by urgency such as urgent, emergency, routine, outsourced etc.

By using this list and properly noting in the work order the right criticality, you will be able to communicate to your technicians the urgency of the work.

And if you have defined work processes or work flows for the different criticalities and have communicated these processes to your work staff, then they will be able to sort their work according to their criticalities and not do them on a first come first served basis.

This will allow truly urgent work such as business or life critical to be done promptly and the non-urgent work to be planned at a later time.

Thus, if we can move some of our work to a planning stage, we may be able to be less in fire fighting mode and may perhaps plan them in a way that may reduce costs such as overtime.



Computerized Maintenance  
Management Systems

Issue No. 001/05 February 2005



[www.dwigtech.com](http://www.dwigtech.com)

DWIGtech Associates provides an optional premium support service for CWorks Users in the UK and North America.

Our principals have extensive experience in maintenance management and CMMS implementations. Our aim is to ensure that your CWorks investment provides real payback.

For more details -  
[cworks@dwigtech.com](mailto:cworks@dwigtech.com)



Caribbean Data Processing Center

[www.cdpc.net](http://www.cdpc.net)

**CWorks Spanish** Version fully translated by Caribbean Data Processing Center

We provide support on implementation and interfacing for CWorks in Caribbean and South America.  
[info@cdpc.net](mailto:info@cdpc.net)

## Don't let your Work Flow stops due to Mandatory Fields

Many of us ensure the data integrity of our CMMS by setting some of the fields as mandatory fields such that no other CMMS operations may be done until these mandatory fields are filled in.

This is good to ensure that data is compulsorily filled but do ensure that the mandatory data required is available at the point of recording because if the data is not available, your whole work flow may stop.

For example, in facilities management, it is rare that equipment number of the equipment at fault is known at the point a failure request is made. Air Conditioner faults may be requested as a "too hot" request rather than Air Conditioner so and so is down. Thus, if you make the equipment number field in the work order a mandatory field because you want to track history by equipment, no work order can be open due to the equipment number data is not available. In this example, it is best to make the equipment number non-mandatory during the request stage but mandatory at the work closure stage. This way, your work flow will not be stopped.

## Analysis Paralysis - Exception reporting

Although a CMMS can be a very useful tool, there is a danger that over emphasis on CMMS data may lead to crippling of work.

One danger area in which over emphasis on data can happen is the reporting of your data. In your eagerness for completeness, you may set your CMMS to report and print all data in the CMMS. This will give full comprehensive reporting but may be too much for you to read.

It is better to identify acceptable working data and set your CMMS to report only the exceptions to what is accepted.

Supposing you do daily recording of a certain parameter but do not need to look at parameter trends, wouldn't it be better if you only report out when the reading is out of range rather than all the reports. This would save you a lot of time which you can spend make decisions rather than data manipulations.



Computerized Maintenance  
Management Systems

Issue No. 001/05 February 2005



Universal Hospital Services

[www.uhs-jo.com](http://www.uhs-jo.com)

Over twenty years in health field  
industry

## CWORKS EVENTS

**FREE BREAKFAST  
SEMINAR  
MALAYSIAN ROADSHOW '05**

[http://cworks.com.my/cw\\_ad/cw-seminar.htm](http://cworks.com.my/cw_ad/cw-seminar.htm)

## CMMS is just another computerized tool

There are many features of a CMMS that benefits maintenance operations among them are the benefit of it being a computerized tool.

A computer not only allows you to record and sort massive amount of information, it can when coupled with appropriate software do some things that no other tool may do. Among them is helping you to effectively schedule tasks.

One example is the ability of CMMS to shift preventive tasks not only based on fixed rigid rules such as "every x days" that a large enough white board may also do but can also shift tasks based on your work completion dates. If you delayed a task by a week the following schedule is also delayed by a week. This way, you do not replace parts before it is really due.

Another example is the shifting of coinciding tasks. You may have a monthly task that coincides with an annual task in the same month. A CMMS may help you shift the monthly task forward so that these tasks do not coincide.

These are some examples where a computerized tool such as a CMMS may make your job easier.

---

This newsletter is being extended to all CWorks Newsletter subscribers. Should you find the tips useful to your friends, colleagues and peers, please forward this email to them. They can also register by sending email to [cwnews@cworks.com.my](mailto:cwnews@cworks.com.my).

For those who would like to share tips, experiences and knowledge on CMMS, you are invited to send them to [malik@cworks.com.my](mailto:malik@cworks.com.my) or [info@cworks.com.my](mailto:info@cworks.com.my)

Abd MALIK Mohd Din,  
[malik@cworks.com.my](mailto:malik@cworks.com.my)  
CWorks Systems Berhad  
Block TG1-04,  
UPM-MTDC Technology Incubation Centre One,  
Lebuh Silikon, Universiti Putra Malaysia,  
43400 Serdang, Selangor, MALAYSIA.  
[www.cworks.com.my](http://www.cworks.com.my)

Disclaimer: All these articles are provided by third parties and are not warranted for any purpose. The reader is responsible to verify for ensuring accuracy and compliance with all regulations, policies and laws.