INTELLIGENT DATA from YOUR CMMS/EAM

WHITE PAPER

CHAMPS

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Mining the nuggets for valuable asset performance insights

The benefits and overriding value of a CMMS/EAM application have remained consistent over time, but the technology behind these systems has seen dramatic changes. With blitzing speed, it seems technology innovations are occurring almost daily. We all benefit since this usually translates to improvements with communication tools and software applications. Today's CMMS/EAM solutions are designed to capture, track and manage real-time information according to the needs of your plant or facility. The sophistication of these systems also means you have the capacity to generate enormous amounts of data.

But what about this data? By default, data is nothing more than static information unless you use it for improvement purposes or to sustain your operations. The data generated by your CMMS/EAM system can actually be telling you quite a bit of information. The question is whether or not you are leveraging this data for anything beyond the basics.

Dig out the nuggets

In most cases, there is a goldmine of statistical data that can be mined from your CMMS/EAM and developed into highly intelligent information. Through graphically presented data in dashboard views, KPI's (key performance indicators) can provide you with an immediate snapshot of critical performance areas.

Determining your KPI's and what to do with them requires that you first establish your organizational objectives of what you want to accomplish with these data views. Generally, an organization is going to want their KPI's to assist them with analysis for more efficient decision making in the areas of cost reductions, planning, forecasting, budgeting, resource needs, and efficiency. Your CMMS/EAM will generate this data in a visual dashboard graphic based on the KPI's you develop. Popular KPI's often track the following:

- Maintenance costs
- Planned maintenance
- PM schedule compliance
- Critical equipment availability
- Mean time between failures (MTBF)
- Maintenance backlog
- Overtime
- Rework
- MRO inventory turns
- Equipment downtime and more.

The key is setting your objectives in order to determine what KPI's are important to your plant or facility. They need to be specific to your operations so that proper analysis can be made and action taken to address areas where performance issues arise. That's when your data is telling you something you need to know. This is where the analysis and decision-making opportunities exist. It is also where you can create "what-if" scenarios to base decisions on intelligent data generated by your CMMS/EAM.

The activity of setting KPI objectives and defining what will be measured should be aligned with those who have decision-making authority. What information is critical

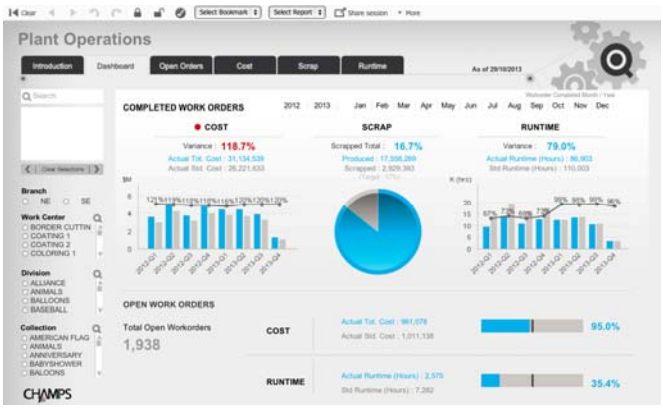
for management to know? What dashboard views need to be available for different levels of management? What does the maintenance department need to see versus plant management? These are all good questions to ask and should be considered at the onset of identifying which data to measure and how to present it. If it isn't important to your operation, don't create a KPI. While that concept may seem simple, you don't want to waste your time and effort with insignificant measures. The point is to measure what matters and what has the greatest operational impact on the plant, facility, equipment and people.

Once the measurement objectives have been established and the KPI's developed, you will have an active dashboard allowing users the ability to analyze and act on crucial data reporting. Those in management positions will have real-time information available for efficient and insightful decision making.

Visual perspective

Most dashboards can be custom-designed to present data in graphs, chart format, tables and as gauges. Often color codes are used to indicate whether performance levels are within acceptable standards or have fallen below them. Additionally, many data intelligence tools will allow you to adjust your KPI's and build measurements to suit the specific needs of a department, division or the entire plant. This means that certain KPI's many not need to be displayed for everyone. A maintenance manager is going to be chiefly concerned about KPI's that have immediate impact on his area of responsibility and whether or not performance goals are being met. At the same time, a plant manager is likely going to be looking for trends and areas of operational significance across the entire plant or facility. Setting up dashboard views based on user level and responsibilities is essential for providing real-time visuals of performance. Doing so allows the user to know immediately if any action is required to address a particular situation.

As the organization gains additional insights from the dashboards, trends will emerge that provide intelligence in critical operating areas. For example, your PM schedule compliance KPI will graphically indicate whether or not you are meeting stated goals through a trend analysis view. Similarly, your equipment performance KPI will indicate availability and failure rates – depending on how the measurement is established. Corrective actions can then be taken as required. And, comparisons can be made to different operating periods to determine if any trends exist or noticeable relationships appear through different measurements.



With these type of views, in-depth analysis can be performed to determine if any adjustments are required; considerations given to replacement or repair of equipment; and cost impact of operations. These insights are critical for sustaining efficient operations.

Measure with purpose

Analyzing your CMMS/EAM data should be done with purpose. Knowing what the dashboards are actually telling you is imperative. It's easy to misinterpret or act out of haste without first gathering all the necessary data for an informed decision. Measurements can also change over time as priorities change within a department or even plant-wide. This could pertain to new maintenance initiatives or perhaps to a revised production process or

even a new corporate mandate. Whatever your circumstances, be sure to measure and analyze data that has specific influence on achieving stated goals.

INTELLIGENT DATA LEADS to BETTER DECISION-MAKING

Viewing the data generated by your CMMS/EAM in the form of graphically presented KPI's will allow for informed analysis in the areas of:

- Cost reductions
- Planning
- Forecasting
- Budgeting
- Resource needs
- Efficiency

You may even have to occasionally revisit why certain KPI's were established and why certain data is being analyzed. Avoid the trap of doing things the same way. Revisit the priorities often and make sure your KPI's are measuring meaningful areas of your plant operational performance. Collaborate with departments and divisions as a way to share insights and develop necessary action plans that will ultimately result in company-wide efficiency gains. Top management will want to see these type of continuous improvement activities and your KPI dashboard views will serve as the leverage point for intelligent decision making. Put your CMMS/EAM data to work to obtain the operational results your company expects – and needs for a competitive advantage.

About CHAMPS

For more than four decades, CHAMPS Software, Inc. has been developing and delivering Computerized Maintenance Management System (CMMS) and Enterprise Asset Management (EAM) software solutions that enable enterprises of varying size, sophistication, and industry to optimize the life cycles of their capital assets. CHAMPS CMMS/EAM continuously improves operations by incorporating industry best practices with the flexibility inherent in component based web architected solutions.

Regardless of organizational size or geographical layout, CHAMPS CMMS/EAM is purposely scalable to manage business processes for asset optimization across the enterprise. Efficient acquisition, maintenance, repairs, replacement or salvaging of these critical assets result in operational excellence, leading to decreased cost and increased profits.

CHAMPS Business Intelligence Software specializes in turning your CMMS/EAM data into meaningful and actionable information. Whether your data is in one system or multiple systems with different databases – we provide a layer of Business Intelligence that allows you to see across all these systems in a matter of seconds. As a result, you will be able to make better, informed decisions to maximize your profits and reduce your costs.

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