Maintenance Management SYSTEM

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What is a Maintenance Management System?

The Maintenance Management System (MMS) is a software designed to optimize the management of deferred maintenance and capital improvement activities throughout the Service by using standardized procedures to document and prioritize field facility and equipment needs and to report accomplishments. It is a management tool for planning and budgeting deferred maintenance, capital improvement, equipment repair and replacement, and construction projects.

Maintenance Management System helps maintenance teams keep a record of all assets they are responsible for, schedule and track maintenance tasks, and keep a historical record of work they perform. We've outlined some of the key areas that a MMS is used for.

Tracking Work Orders

Maintenance managers can select equipment with a problem, describe the problem, and assign a specific technician to do the work. When the machine is fixed, the responsible technician marks the work-order "complete" and the manager gets notified that the work is done.

Scheduling Tasks
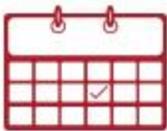
As a team starts to schedule preventive maintenance they need a reliable work calendar. MMS systems are especially good at scheduling recurring work and sending reminders to the right people. Organized scheduling helps even out the workload for a maintenance team making sure that tasks do not get forgotten.

External work requests
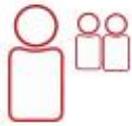
Maintenance teams often have to take a work request from people outside the team. This can be a request from an assembly line operator who is hearing a strange noise from a drill or a tenant at an apartment building who is requesting shower repairs. The MMS is a central place for recording these requests and tracking their completion.

Recoding Asset History
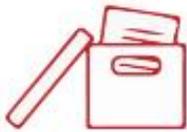
Many maintenance teams have to care for assets that are 10, 20, even 30 years old. These machines have a long history of repairs. When a problem comes up, it is always useful to see how this problem was solved last time. In MMS systems, when repairs are done, they are recorded in the machine's history log and can be viewed again by workers.

Managing Inventory

Maintenance teams have to store and manage a lot of inventory that include things like spare parts for machines and supplies like oil and grease. MMS systems let the team see how many items are in storage, how many were used in repairs, and when new ones need to be ordered.

Audit & Certification

Many MMS systems keep an unchangeable record of every action, so an asset's maintenance history can be audited. This is useful in case of an accident or insurance claim – an inspector can verify if the proper maintenance was completed on a machine. MMS systems also keep data in a centralized system, which helps keep one version of the truth for ISO certification.

Why is it needed?

- Do you have an effective way to generate and track work orders? How do you verify the work was done efficiently and correctly? What is the notification function upon completion?

- Are you able to access historical information on the last time a system was serviced, by whom, and for what condition?

- How are your spare-parts inventories managed and controlled? Do you have either excess inventories or are you consistently waiting for parts to arrive?

- Do you have an organized system to store documents (electronically) related to O&M procedures, equipment manuals, and warranty information?

- When service staff are in the field what assurances do you have that they are compliant with all life, health and safety issues (e.g., lock and tag) and are using the right tools/equipment for the task?

- How are your assets, i.e., equipment and systems, tracked for reporting and planning?

If the answers to these questions are not well defined or lacking – you may consider investigating the benefits a well implemented MMS may offer.

Benefits of MMS system

When you implement a computerized maintenance management system, you can expect to realize these benefits:

Less work outages

It is easy to do preventive maintenance which means there are less surprise breakdowns.

Better accountability

Quickly see if a technician did their work on time and get alerted when a task is complete.

Less overtime

Better scheduling of work means that your team isn't sitting idle or working overtime which means work can be distributed evenly.

Information capture

Technicians can record problems and solutions, so this information is recorded for others to use.

Savings on purchases

Inventory planning features give you the time to shop around for spare parts pricing, instead of having to buy in a hurry.

Certification and analysis

A full record of assets and performance helps managers analyze energy usage and plan maintenance spend.

Who uses MMS system?

Just about every kind of industry requires maintenance and MMS systems help record and plan that maintenance. There are 4 major types of users for these systems:

Production maintenance

These are companies that make tangible products. They have machines, assembly lines, forklifts, and heavy equipment that require frequent maintenance.

Facility maintenance

These are companies that take care of buildings. Apartment buildings, theatres, and government buildings all require maintenance. MMS systems help them deal with structural, HVAC, and water-supply problems.

Fleet maintenance

These are companies that take care of vehicles and transportation. Car rental companies, pizza delivery cars, city buses, transport ships, and fleets of towing trucks all need to have repairs scheduled which can be taken care of with a MMS system.

Linear asset maintenance

This is a special category of maintenance for companies that have assets that are kilometers long. For example, a city's linear assets are roads and water pipes, a telecom company needs to maintain fiber-optic cabling, and an energy utility needs to maintain long spans of electrical wiring.

What MMS can help with?

Maintenance software is used by maintenance managers to assist them in the management of their maintenance activities. Some software is very basic, such as work order software – used to receive work requests and manage repairs, or more complex such as a MMS (Computerized Maintenance Management Software) which is used to document and manage all aspects of maintenance operations.

Keep assets functioning

- Ensure equipment availability
- Boost production
- Drive product quality
- Extend asset life

Maintain a safe and compliant workplace

- Establish procedures
- Manage and track incidents
- Verify and track compliance
- Manage documents and permits

Control costs

- Contain and reduce maintenance costs
- Reduce parts and spares
- Manage warranty costs

<div align="center">Manage people and processes</div>

- Get organized
- Schedule labor force
- Boost worker productivity
- Report to management
- Manage vendors

Reasons to use maintenance software

No lost work orders

Maintenance software keeps track of how asset problems were solved in the past. When you see a familiar breakdown, you can instantly see how the problem was fixed last time it occurred.

Repair things quicker

Do you still fumble with paper copies of work-orders and work-requests? By using a computerized maintenance system, you eliminate the paper – and you will never lose or forget another work-request.

Save on parts

With inventory tracking features maintenance software makes it possible to order spare parts before they are needed. When you order in advance, your team doesn't have to pay expedited shipping charges and has more time to negotiate on pricing.

Discover ways to improve

When maintenance is tracked through maintenance software you get access to special reports that help you get organized. These reports show you which equipment is problematic, whether your team is underperforming and where best to save money. None of these insights are possible without a maintenance software package to store and present information.

Preventative maintenance gets done

When maintenance is tracked using paper or Excel, it is impossible to get pre-scheduled alerts for preventive maintenance tasks. MMS software gives maintenance teams automated email alerts, and notifications within the program whenever maintenance is due. This makes it easy to get prescheduled tasks completed.

Better work scheduling

In maintenance, there is a certain amount of work to be done and a certain number of man-hours to do it in. Whether work gets done often depends on the skill of the maintenance manager in scheduling his team's time. Maintenance software helps create better schedules because it shows all upcoming maintenance tasks in advance.

Contact Information

Name: Logic-Unit
Address: Second Floor, Plot # ST-3, Row 5, Block 3, Gulshan-e-Iqbal, Karachi.
Contact Number: +92 21 3481 6466
Website: www.logic-unit.com
Email: info@logic-unit.com

Contact Person 1

Aamir Khan
Director of Operations
aamir.khan@logic-unit.com
+92 346 276 5118
Whatsapp: +92 346 276 5118

Contact Person 2

Khurram Ali
Director of Technology
khurram.ali@logic-unit.com
+92 332 313 2963
Whatsapp: +92 332 313 2963