



Maintenance & Reliability Best Practices Workshop

5-day workshop at client location

Overview

Transform your maintenance team from firefighting mode to a proactive, reliable powerhouse with our 5-day intensive workshop (with 6 months of follow-up support) that will show you how to boost uptime, cut costs, and reduce stress for your team. This workshop is run at your location by Reliability Academy founder, [Erik Hupjé](#), for up to 25 participants, but a group of 12 to 16 usually leads to a better learning experience with more engagement. The workshop is priced at USD \$25,000 plus travel costs.

Audience

Designed for maintenance & reliability professionals in Oil & Gas, Mining, Chemicals, and other asset-intensive industries like large-scale manufacturing, or major logistics operators (ports, airports). Whether you're a maintenance supervisor, reliability engineer, planner, or operations manager, this workshop addresses the challenges you face daily – from permit delays and backlogs to unplanned downtime and budget pressures. You'll learn strategies proven in similar industries to improve safety, morale, and performance simultaneously.

Proven Road to Reliability Framework

Learn a simple 4-element framework for maintenance & reliability excellence, developed by Reliability Academy's founder with 25+ years of global experience. No complex theories – just the critical fundamentals that top-performing plants use to achieve world-class reliability (98%+ uptime). This framework is unique in its simplicity, yet highly effective, focusing your efforts where it truly counts instead of overwhelming you with fluff.

High-Impact Best Practices

In these 5 days you will discover how to:

1. Increase your maintenance workforce by 35% without hiring anyone through better planning & scheduling and eliminating waste during execution.

2. Identify and eliminate low-value PM tasks – research shows 40–60% of preventive maintenance adds little value. Learn how to effectively optimise your PM program to reduce workload, cut costs, and increase uptime.
3. Build an effective and efficient Defect Elimination process, tackling both bad actors as well as minor defects, because 80% of equipment failures are repeat issues – fix them forever instead of fixing them over and over
4. Build a culture of reliability. Leadership is key to initiating change, but you need to tackle your culture to sustain that change. Learn a practical approach to culture change that works.

Interactive & Practical

No death by PowerPoint – expect engaging discussions, case studies, and exercises drawn from real scenarios across client locations worldwide. This isn't an academic or exam-prep course, it's a hands-on program built on industry research and real-world success. You will analyse your plant's performance, the gaps and improvement opportunities and build a roadmap to creating a Reliable Plant.

What you'll walk away with

- A reliability roadmap for your site, aligned to our proven Road to Reliability Framework™.
- Templates & toolkits for planning & scheduling, PM optimisation, and defect elimination – ready to put to immediate use.
- Reliability Culture Ladder self-assessment tool to baseline your site and track progress year over year
- Peer insights from heavy-industry professionals across mining, oil & gas, and petrochemicals.

6-Month Support & Community

Building an effective Roadmap isn't something you do in a few days, which is why the learning doesn't end after 5 days. We include six live monthly Q&A sessions directly following on from the live workshop, so you can get support with further developing your roadmap and any initial implementation challenges as you apply what you learned. (Most courses end on Day 5 – we keep helping you succeed for 6 more months!)

Workshop Content

Topic 1 - Framework for reliability improvement & cost reduction

This topic will be relatively short, but it is an important topic to set the scene for the whole workshop. Across industry a lot of advisors and consultants promote complex frameworks for achieving world class performance, with many models implying that all elements in these frameworks are equally important.

However, hands-on industry experience and some of the best industry research has shown this not to be the case. The 'Best of the Best' achieve world class performance by focussing relentlessly on a few, very fundamental business processes. This part of the workshop will summarise this research, explain the rationale behind it, and how to use it effectively in practice.

Specifically we will cover:

- 'Best of the Best' study (which benchmarked hundreds of sites worldwide)
- Framework overview
- Lean concepts in Maintenance & Reliability

Topic 2 - Using planning & scheduling to increase productivity

Most maintenance organisations experience significant delays during the execution of their maintenance. This 'waste' appears in the form of waiting for permits, waiting on isolations, looking for parts, tools, materials, waiting on other trades etc.

Effective Maintenance Planning & Scheduling can significantly reduce this waste. However many organisations get this process wrong, and even if their process is effective on paper, it often has gaps in practice, or their teams have not been trained to understand the end-to-end process. In this session we will cover:

- The productivity challenge and how waste occurs during maintenance
- Measuring productivity / wrench time
- How planning & scheduling eliminates waste

- The importance of prioritisation (quality standards and using a Corrective Maintenance Prioritisation Tool (CMPT) based on RIME / RAM methodology.
- Planning maintenance work (planning principles, planning frameworks, work packs, use of BOMs)
- Managing backlog (Plannable, Planned, Ready-for-Execution)
- Scheduling (Frozen Weekly Schedule and Long-Term Schedule, Maintenance Schedule vs Integrated Activity Schedule)
- Execution & Closeout (touch on As Found and As Left, Failure Codes, use of M3s)
- Continuous Improvement

Topic 3 - Optimising PM program(s) using RCM/PMO/FMEA

Industry experience shows that many PM programs are highly unoptimised leading to organisations doing too much maintenance, and often too much intrusive maintenance which reduces reliability.

As part of this topic we will discuss the development of RCM touching on the research of Nowlan & Heap as well as Waddington and what that research means for how we should build effective and efficient PM programs.

We will explore the different types of maintenance, how to align those to failure mode characteristics and discuss what methodologies we have at our disposal to develop and optimise our PM programs.

Specifically we will discuss:

- History & Development of RCM (Nowlan & Heap + Waddington)
- Principles of Effective PM Programs
- Different types of Maintenance (Time Based Maintenance, Condition Based Maintenance, Predictive Maintenance, Failure Finding Maintenance, Risk Based Maintenance) and when to use them
- CBM and the P-F curve
- Equipment criticality (risk based vs consequence based, SCE/PCE update)
- Optimisation methodologies like Reliability Centered Maintenance (RCM), Preventive Maintenance Optimisation (PMO), Failure Modes Effects Analysis (FMEA), Risk Based Inspection (RBI) and other Risk Based Maintenance (RBM) opportunities
- Importance of Work Instructions

- How to effectively document your PM program
- Adopting a Living Program approach

Topic 4 - Effective RCA & DE to tackle repeat failures

80% of failures that occur in industrial plants, have occurred before. Most organisations focus on getting better at fixing repeat failures, rather than eliminating repeat failures.

The ‘Best of the Best’ research showed the importance of Defect Elimination (DE) and many organisations practice aspects of Root Cause Analysis (RCA), but few organisations understand how to combine RCA and DE to create a single, effective process to eliminate repeat failures.

As part of this topic we will discuss:

- Importance of eliminating repeat failures (‘Best of the Best’ research)
- Root Cause Analysis vs Defect Elimination
- Bad Actors vs (Minor) Defects
- Origin of Defects
- Integrated process for managing Bad Actors and Defects
- Managing Defect Elimination vs Management of Change
- Causal Learning Concepts & Learning Organisation
- Common Mind Traps

Topic 5 – Leadership & Culture

Technical improvements in planning & scheduling, PM optimisation and defect elimination will only deliver lasting results if they are supported by the right leadership behaviours and a reliability-focused culture. Most reliability initiatives fail not because the technical approach is wrong, but because the organisation reverts to old habits once the initial push is over. As Peter Drucker famously said, “culture eats strategy for breakfast”.

Reliability culture follows the same arc that safety culture has followed over the past few decades – from a focus on hardware and engineering, to systems and processes, and finally to behaviours and leadership. Safety is roughly two decades ahead of reliability on this journey, and there is a lot we can learn from how high-performing organisations have built and sustained their safety culture.

In this topic we introduce a practical, simple-to-apply model for reliability culture and give participants the tools to assess where their organisation currently sits, what good looks like, and the specific leadership actions that move the needle. The emphasis is on what frontline supervisors, mid-level managers and site leaders can do – without large budgets or waiting for senior leadership – to start shifting behaviours immediately.

Specifically we will cover:

- Why culture is the make-or-break factor for sustained reliability improvement, and the parallels with the evolution of safety culture
- A simple 4-element reliability culture model: what we say (values), what we reward, what we accept (consequences), and what we do (work practices and processes)
- The leadership impact formula: what leaders say counts 1x, what they model counts 2x, and what they reward counts 3x – and the practical implications for daily behaviour
- The Reliability Culture Ladder – a 5-level assessment tool (toxic, reactive, effective, proactive, enlightened) adapted from Professor Hudson’s widely-used safety culture ladder, with a self-assessment exercise participants can take back to site
- Practical, low-cost ways to build culture: small and frequent recognition schemes (best work request, best job plan, best 5-Why), reliability behaviours in performance appraisals, and visible leadership presence in scheduling and review meetings
- Setting clear, non-negotiable rules (the reliability equivalent of “life-saving rules”) and handling rule-breaking consistently using the Just Culture model

Other Topics

On request, we can adjust the detail of these core topics and add additional content:

- The importance of benchmarking and how to reduce maintenance costs sustainably using the concept of Zero-Based Budgeting (ZBB) and Activity-Based Cost Models (ABCM).
- Developing and using Maintenance & Reliability metrics, including basic insights on the use of leading and lagging indicators, how to visualise metrics, what metrics to use, and relevant international standards

Next Steps

To discuss dates, logistics, and a proposal for your site, email team@r2reliability.com or visit reliabilityacademy.com. Call us in Australia on 1800 312 402, or from overseas on +61 2 836 626 74.