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COURSE BROCHURE

Maintenance Excellence Benchmarking and Maturity Training Course

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Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Maintenance Excellence Benchmarking and Maturity Training Course

Ref: 1340_50186 **Date:** 24 – 28 January 2027 **Location:** Kuala Lumpur **Fees:** 4900 GBP

Maintenance Excellence Benchmarking and Maturity is a 1-week training course for maintenance managers and supervisors that ends with a maintenance maturity scorecard and improvement roadmap for their own site. Rising asset age, tighter production targets and skills shortages leave little room for reactive breakdown work, so leaders need evidence of where their function stands. Jupiter Prime Training delivers this Maintenance Excellence Benchmarking and Maturity course.

Why Maintenance Excellence Benchmarking and Maturity Matters Now

Three groups now press maintenance leaders for proof of performance. Operations directors want fewer unplanned stops and shorter turnarounds. Finance teams question spare parts inventory and contractor spend. Boards and asset owners expect a credible plan for ageing plant. Functions that measure themselves against peers and a maturity model can justify investment and target the right gaps; functions that rely on anecdote stay trapped in firefighting and overtime. The course draws on ISO 55001 asset management requirements and EN 13306 maintenance terminology to give scorecards and comparisons a common language.

Who Gains Most from Maintenance Excellence Benchmarking and Maturity

- Managers accountable for maintenance budgets, staffing and reliability results
- Supervisors who run daily work execution and schedule compliance
- Planning leads who own backlog, job plans and weekly schedules
- Reliability coordinators who track failures and preventive task effectiveness
- Stores and materials leads responsible for critical spares availability

Site maintenance leadership groups gain most when managers and supervisors attend together and score their function against the same maturity criteria.

Maintenance Excellence Benchmarking and Maturity Capabilities

Participants replace opinion about maintenance performance with scored evidence, peer comparisons and a sequenced set of improvements.

- Assess the maintenance function against a five-level maturity model — the starting point for investment requests
- Calculate leading and lagging maintenance KPIs consistently — operations directors and finance partners
- Benchmark planned work ratio, backlog and cost against peers — target setting for the coming year
- Design a work management cycle from request to close-out — supervisors and planners
- Weigh reliability practices such as preventive optimisation and root cause analysis — where to focus scarce engineering time
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Build a phased improvement roadmap with owners and milestones — site leadership and asset owners

Key Maintenance Excellence Benchmarking and Maturity Terms

- Maturity model — a staged scale describing maintenance practices from reactive to optimised, used to score a function and plan next steps.
- Benchmarking — comparing maintenance metrics and practices with similar sites to find performance gaps and proven approaches.
- Planned work ratio — the share of maintenance hours spent on work that was planned and scheduled before execution.
- Schedule compliance — the proportion of scheduled jobs completed within the week they were scheduled.
- Backlog — the total ready and unready work awaiting execution, usually expressed in crew-weeks.
- Mean time between failures — the average operating time between consecutive failures of a repairable asset.

Maintenance Excellence Benchmarking and Maturity Day by Day

Day 1: Pressures on the Maintenance Function

- Stakeholder Expectations From Operations and Finance — Defining Excellence for the Site
- Reactive Versus Proactive Cost Curves — Building the Case for Change
- ISO 55001 Asset Management Requirements — Linking Maintenance to Asset Objectives
- Maintenance Organisation Structures — Central, Area and Hybrid Choices
- Sector Examples From Utilities and Manufacturing — Lessons on Sustained Gains

Day 2: Maturity Assessment and Scoring

- Five-Level Maturity Model — Scoring Practices From Reactive to Optimised
- Assessment Interviews and Site Walkdowns — Gathering Evidence for Scores
- EN 13306 Terminology — Aligning Definitions Before Comparing Results
- Gap Heat Maps — Seeing Which Practice Areas Lag Most
- Assessment Calibration Sessions — Agreeing Scores Across Supervisors

Day 3: KPIs and External Benchmarking

- Leading and Lagging Maintenance Indicators — Choosing a Balanced Scorecard
- Planned Work Ratio and Schedule Compliance — Measuring Work Discipline
- Maintenance Cost per Asset Value — Comparing Spend With Peer Sites
- Benchmark Data Sources and Normalisation — Avoiding Misleading Comparisons
- KPI Dashboards in the CMMS — Reporting Monthly to Leadership

Day 4: Work Management and Reliability Practice

- Work Request to Close-Out Cycle — Fixing Gatekeeping and Prioritisation Rules
- Weekly Scheduling and Backlog Control — Balancing Crew Capacity
- Preventive Maintenance Optimisation — Removing Low-Value Tasks
- Root Cause Failure Analysis — Selecting Repeat Failures to Eliminate
- Critical Spares and Kitting — Reducing Wrench-Time Losses

Day 5: Practising the Maturity Scorecard and Roadmap

- Scoring a Case Site Against the Maturity Model — Applying Assessment Methods
- Selecting Target KPIs and Benchmarks — Applying Scorecard Choices
- Prioritising Work Management and Reliability Fixes — Sequencing Improvement Waves
- Change Leadership With Supervisors and Crafts — Sustaining New Routines
- Maintenance Maturity Scorecard and Improvement Roadmap — Completing the Site Plan

Applying Maintenance Excellence Benchmarking and Maturity After the Course

- Run a maturity assessment with supervisors and planners and publish the gap heat map to site leadership.
- Start a weekly schedule compliance and planned work ratio report from the CMMS and review it in the maintenance meeting.

Maintenance Excellence Benchmarking and Maturity Questions FAQ

What is Maintenance Excellence Benchmarking and Maturity and why does it matter now?

It is the practice of scoring a maintenance function against a maturity model and peer metrics, then planning improvements. It matters now because owners and operations leaders expect evidence, not anecdote, before funding change.

Which roles gain most from Maintenance Excellence Benchmarking and Maturity training?

Maintenance managers and supervisors gain most. Planning leads, reliability coordinators and stores leads also benefit because their practices are scored and improved.

How does Maintenance Excellence Benchmarking and Maturity differ from a maintenance planning and scheduling course?

It looks at the whole maintenance function rather than one process. Planning and scheduling is one area scored here, alongside KPIs, reliability practice, spares and organisation.

What do you bring back from Maintenance Excellence Benchmarking and Maturity training?

You bring back a maturity scorecard and improvement roadmap for your site. It shows current scores, target KPIs, priority gaps and phased actions with owners.

Maintenance Excellence Benchmarking and Maturity: The Way Forward

The maintenance maturity scorecard and improvement roadmap first informs which practice gaps receive budget and engineering time in the next planning cycle. Maintenance managers present it to operations and finance, while supervisors use it to track routines on the shop floor. After the first improvement wave, rescore the site to test whether the chosen KPIs reflect real gains.