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# Maintenance Excellence Through Craft Workforce Engagement Training Course

4 – 8 April 2027
Amman

# Maintenance Excellence Through Craft Workforce Engagement Training Course

**Ref:** 1460_54233 **Date:** 4 – 8 April 2027 **Location:** Amman **Fees:** 4200 GBP

Maintenance Excellence Through Craft Workforce Engagement is a 1-week training course for maintenance managers and reliability leaders, built around a craft engagement roadmap that links technician skills, ownership of equipment and frontline improvement ideas to the measures a maintenance function is judged on. Many excellence efforts stall because technicians see them as head-office paperwork rather than better ways to fix machines. Jupiter Prime Training delivers this maintenance excellence through craft workforce engagement course.

## Why Maintenance Excellence Through Craft Workforce Engagement Matters Now

Three forces push the craft workforce to the centre of maintenance excellence: a generation of senior fitters and electricians leaving with undocumented skill, younger technicians who expect clear progression and a voice in how work is done, and operations leaders who want fewer repeat failures without more headcount. Functions that engage their crafts see defects reported early, planned jobs done right first time and improvement ideas flowing upward; functions that ignore them see quiet resistance and repeat breakdowns. The course draws on ISO 55001 for linking people to asset objectives and EN 13306 for shared maintenance terms on the shop floor.

## Who Gains Most from Maintenance Excellence Through Craft Workforce Engagement

- Managers who set direction and resources for mechanical, electrical and instrument crafts
- Reliability leaders who need technicians to report defects and support root cause work
- Leaders who own maintenance training, competence records and progression routes
- Managers who run work management and want better feedback on completed jobs
- Leaders responsible for shop-floor communication and recognition in maintenance

A maintenance leadership group gains most when its maintenance manager, reliability lead and craft training owner attend together and agree one roadmap.

## Maintenance Excellence Through Craft Workforce Engagement Capabilities

Participants learn to treat technicians as the main source of reliability gains, with skills, ownership and ideas that can be measured and grown.

- Assess craft engagement with pulse surveys, gemba walks and job feedback quality — informing the maintenance manager's priorities
- Build a craft skills matrix and progression route — supporting training owners and succession decisions
- Design an area ownership model pairing operators and technicians with equipment — guiding production and maintenance leads
- Apply a frontline improvement idea system with fast feedback — serving reliability engineers and supervisors
- Specify a small set of craft-facing indicators such as schedule compliance and rework — informing monthly performance reviews
- Communicate the excellence roadmap through toolbox talks and visual boards — reaching every shift

## Key Maintenance Excellence Through Craft Workforce Engagement Terms

- Craft skills matrix — a grid showing each technician's competence level on defined tasks, used to plan training and cover.
- Area ownership — assigning named operators and technicians long-term care of specific equipment or plant areas.
- Gemba walk — a leader's visit to the workplace to observe work, ask questions and listen to technicians.
- Rework rate — the share of completed jobs that must be repeated because the fault returned or the work was wrong.
- Schedule compliance — the share of scheduled maintenance jobs completed in the week they were planned.
- Idea system — a simple route for technicians to raise, test and implement improvement suggestions with visible feedback.

## Maintenance Excellence Through Craft Workforce Engagement Day by Day

### Day 1: The Craft View of Excellence

- Craft Workforce Demographics and Skill Loss Mapping — Sizing the Knowledge Risk
- ISO 55001 People and Competence Expectations — Linking Crafts to Asset Objectives
- EN 13306 Terms for Shop-Floor Use — Building a Shared Maintenance Language
- Engagement Pulse Surveys and Gemba Walks — Hearing the Technician's View
- Excellence Gap Interviews with Crafts and Operators — Identifying Real Frustrations

### Day 2: Skills and Progression

- Craft Skills Matrix Construction — Showing Competence and Cover Gaps
- Multi-Skilling and Craft Boundary Choices — Weighing Flexibility Against Depth
- On-the-Job Coaching and Buddy Systems — Transferring Senior Craft Knowledge
- Competence Assessment and Sign-Off Records — Authorising Critical Tasks
- Progression Routes for Technicians — Retaining Capable Craftspeople

## Day 3: Ownership and Frontline Improvement

- Area Ownership Model for Operators and Technicians — Assigning Equipment Care
- Defect Tagging and Early Reporting Routines — Catching Failures Before Breakdown
- Frontline Idea System with Fast Feedback — Turning Suggestions into Fixes
- Craft Participation in Root Cause Investigations — Using Hands-On Evidence
- Examples from Mining and Food Processing Plants — Comparing Ownership Approaches

## Day 4: Measures, Recognition and Communication

- Craft-Facing Indicators: Schedule Compliance and Rework — Choosing Few Clear Measures
- Job Feedback Quality on Work Orders — Improving Failure History
- Visual Boards and Shift Huddles — Sharing Performance with Every Crew
- Recognition Practices for Maintenance Crews — Reinforcing Desired Behaviours
- Toolbox Talk Planning for Excellence Messages — Reaching Night and Weekend Shifts

## Day 5: Practising the Craft Engagement Roadmap

- Gap Interview Findings Prioritised for a Sample Site — Choosing First Moves
- Skills Matrix and Coaching Plan Draft — Closing the Largest Competence Gaps
- Ownership and Idea System Design for One Area — Testing with Peers
- Indicator Set and Huddle Board Layout — Linking Measures to Daily Work
- Craft Engagement Roadmap — Completing Phases, Owners and Review Points

## Applying Maintenance Excellence Through Craft Workforce Engagement After the Course

- Lead three gemba walks with different crafts and record the frustrations and ideas they raise against the roadmap.
- Build the first version of the craft skills matrix for one workshop and agree two coaching pairs to close the largest gap.

## Maintenance Excellence Through Craft Workforce Engagement Questions FAQ

### What is maintenance excellence through craft workforce engagement and why does it matter now?

It is improving maintenance results by building technician skills, ownership and ideas into everyday work. Retiring craftspeople and pressure for fewer repeat failures make engaged crafts a direct route to reliability.

## Which roles gain most from maintenance excellence through craft workforce engagement training?

Maintenance managers, reliability leaders, craft training owners and work management leads gain most. You benefit if you lead technicians and want lasting change rather than another initiative.

## How does maintenance excellence through craft workforce engagement differ from a maintenance benchmarking course?

A benchmarking course scores the function against peers and maturity models. This course works on the people side: skills matrices, area ownership, idea systems, recognition and craft-facing measures that make improvement stick.

## What do you bring back from maintenance excellence through craft workforce engagement training?

You bring back a craft engagement roadmap with a skills matrix draft, an ownership and idea system design, a short indicator set and a communication plan for every shift.

## Maintenance Excellence Through Craft Workforce Engagement: The Way Forward

The craft engagement roadmap first informs which workshop or plant area starts with skills matrices and area ownership. Maintenance managers, reliability leaders and training owners use it to assign coaching and track progress. After the first quarter, revisit the indicator set with the technicians themselves, since their view shows which measures truly change daily behaviour.