

Managing Your Maintenance

“From the Tool Box to Front-Line Management”

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Introduction

A common mistake many Fleet Administrators make is to promote their best technician into front-line management, and not support them with the tools and education they need to become successful.





Fleet maintenance and management has changed dramatically over the years. Yesterdays fleet managers concerned themselves with “handing out the workload” and passing the cost information on to upper management.

It was almost as if they were coordinators of the process and not managing the process.





Today's manager has a very different set of challenges and responsibilities. Indeed, now the fleet has to measure up to certain basic cost centers, emissions, HAZ-MAT regulations and safety criteria from Federal and State agencies, while at the same time, provide cost effective management decision under the organizations Policy & Procedures (P&P).





In today's training, we will review a number of elements that the new management candidate will be confronted with once he/she leaves the tool box and enters front-line management of a regulated commercial fleet.

We anticipate that this class will provide a glimpse into the expectations of the industry and the many needs of a new manager.



We will be reviewing:

- Controlling the Preventive Maintenance Process
- The basic six (6) cost centers of Fleet Management
- Policies and Procedures
- Budgeting
- Compliance Issues
- Staff focus

Controlling the Preventive Maintenance Process (P.M.)

- Parts utilization and costs
- Parts life-cycles and service quality
- Labor utilization and costs
- P.M. Program scheduling
- Fuel management
- Mileage accumulation (for several functions)
- Re-work, warranty and legal application
- What, when and how service was performed

The Basic Six

- Fuel
- Tires
- Parts
- Tools
- Facilities
- Labor

Policies and Procedures

- Technician tool requirements
- Safety and security (on site)
- A,B,C, Inspections and Service Forms
- Parts inventories control methods
- Employee benefits (explanation)
- Shop procedures for opening and closing

Budgeting

- How to read a budget
- Participating in the budget process
- How to develop a P.M. Budget (basic)
- Reporting procedures
- Modern fleet economics

Compliance Issues

- Applicable state vehicle code for commercial vehicles
- Federal Motor Vehicle Safety Standards (FMVSS)
- Code of Federal Regulations 49-393 and 396
- EPA Vehicle Compliance issues i.e.: smog tests, emissions, air-conditioning certifications, HAZ-MAT regulations (on-site)
- Americans with Disabilities Act
- Labor and employment compliance
- Alternative fuels management

Staff

- Determining staff skills
- Determine staffing levels
- Understanding the difference between total shop man-hours available and the net hours remaining
- Assessing staff training needs
- Assessing job performance and evaluation