OMAINTEC CONFERENCE 2024 EXHIBITION

THE 21ST INTERNATIONAL OPERATIONS & MAINTENANCE CONFERENCE IN THE ARAB COUNTRIES

Are You Planning for O&M Digitization? This is what you need

#OmaintecConf

An Initiative by

OMAINTEC
المجلس العربي للتشغيل والصيانة
Arab Operations & Maintenance Council

Organized by

EXICON.
International Group
مجموعة أكزيكون الدولية

What should you know prior to implement O&M digitization

- Introduction
- How digitization improves the O&M process?
- Skills and Infrastructure
- Digital Transformation Strategy

Introduction

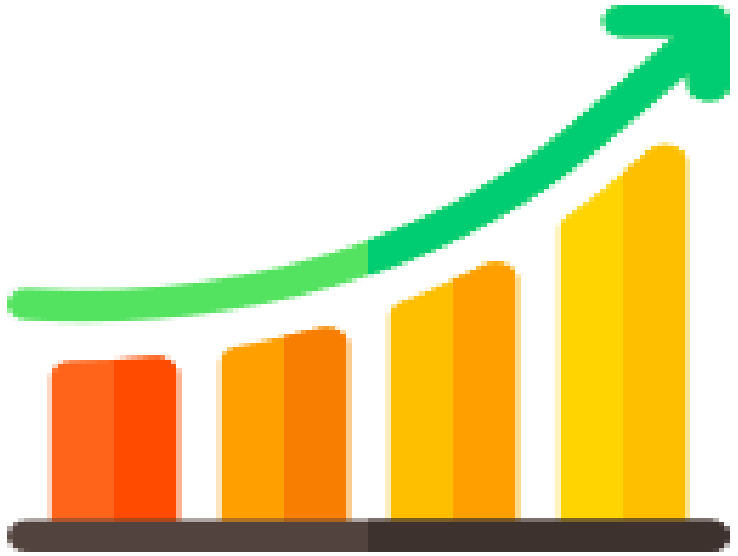
To remain competitive, Service managers need to know how digitization will affect and improve O&M process to identify trends and patterns of asset behavior.
In the past, the main objective of the O&M department was to carry out repairs when the asset was not in operation. Today, O&M influences all aspects, efficiency, risk, safety, environment, energy, costs, quality and customer satisfaction.
Adequate O&M digitized management, taking into account the life cycle of each physical asset in all its phases:

- Work identification phase
- Planning phase
- Scheduling phase
- Work execution phase
- Work completion phase
- Analysis phase

How digitization improves the O&M process?

The O&M team generate a large amount of information that exceed the capacity of human analysis. This is why it is necessary to combine technical and financial indicators with the use of available digitization technology that present and help to:

- **Control of delays**
- **Troubleshooting efficiently**
- **Predictive maintenance**
- **Reduction of energy consumption**
- **Remote work**
- **Digital Inventory**
- **Human resources**
- **Facilitate integration**
- **Communication and mobility**



Skills and Infrastructure

- Confident visible leadership
- Digital literacy
- Highly collaborative skills
- Change management skills
- Strategic mindset and vision
- Financial fluency
- Business translation skills

Digital Transformation Strategy

- **Start by assessing your current state**: What processes, technologies and models do you currently use? Identify the areas that need improvement.
- **Create a Digital Transformation Team**: Build a functional team that responsible for driving the change. Develop a road map and continuously monitor and improve.
- **Optimize for the Digital Employee Experience**: This approach streamline workflows, enhance communication and collaboration, and provide employees with the necessary resources and support to thrive in their roles.
- **Focus on Transforming Customer Experience**: understand customers' needs, preferences, and pain points by collecting data and feedback about customers to enhance customer satisfaction and loyalty.
- **Manage your Digital Services During the Transformation**: Overseeing Services development, implementation, and ongoing optimization to meet customer needs and objectives. Establish a clear vision in line with the digital transformation goals to ensure it remains aligned with customer expectations and services trends.
- **Success Stories**: Learn from real examples of successful digital transformation, understand challenges, strategies, and outcomes.

What should you know about software system that best fits your needs.

- Programming Technology & Connectivity
- Objectives & Benefits
- System Primary modules & profiles
- Recommended Criteria’s, Merits and KPIs
- Business Intelligent Dashboard
- Standard referral Data & coding
- Digital Transformation Positives & Negatives

• Programming Technology & Connectivity

Focus on the latest programming languages that provide you with:

Cloud

WEB

windows

Objectives & Benefits

Build up your objectives and benefits that provide the optimal solution:

- Advanced & modern Management
- International Standards
- Local and regional requirements
- QA and KPI criteria
- Operational and financial criteria
- Simplification
- Customization
- Bilingual
- Continuous development

- Reduce cost by 10% up to 15%
- Facilitate Safety and Performance etc….
- Manage labor and parts productivity
- Expose performance indicators such as: MT, MTBF, MTTR, TP, MEL, WOP
- Pre-planning & Quality improvements
- Accreditations.
- Out-of-the-box reports
- business intelligence Dashboard

System Primary modules & profiles

Search for system that provide full solutions to your O&M business needs.

- Index File
- Asset Management
- Corrective Maintenance
- Preventive Maintenance
- Supply Chain
- Stock Control
- Purchasing
- Sub-contracts
- Projects Management
- Installation Planning
- Operation Module
- Training and Continuous Education
- Quality Assurance and KPI
- Finance for Maintenance
- Human Resources
- Services Sales
- Equipment Tracking
- Employees Evaluation
- Service Provider Evaluation
- Maintenance Program Evaluation
- CRM/End User Satisfaction
- Dashboard Live, Benchmarking
- Archiving
- GPS
- Messages Platform
- QRS

Highly Recommended Criteria's, Merits and KPIs

Beyond Traditional KPI:

- Max, Min and average DT
- PM performance meter
- MEL, Man power load
- MTBF, MTTR
- Maintenance – V – Equipment cost

Beyond Traditional Benchmarking:

- Black, Whit OR Grey
- Repair, PM
- Employee
- Service Provider

Beyond Traditional Quality Control:

- Manage QA Criteria
- User Errors
- Incidents Related to Equipment
- Misused, Missing
- DT- V – TP
- Due PM failure
- No. of failure per equipment

Highly Recommended Criteria's, Merits and KPIs

Beyond Traditional Operation:

- Operating Contracts, Contracts Budget
- Supply Chain, Inventory
- High Risk

Beyond Traditional Priorities :

- Class, WOP
- Tolerance Period
- Risk Factor
- Power Load

Beyond Traditional Cost Management:

- Asset cost, Depreciated Value
- Man Power
- Repair cost, PM cost
- Parts consumption
- Revenue growth

Business Intelligent Dashboard

Benefits

- Monitor multiple matrices at once.
- Easy accessibility to data.
- Easy to read,
- Valuable reports
- Better decision making
- Accelerate growth / Reduce cost
- Increase motivation, coordination, compliance

Type

- Operational KPI Dashboard
- Maintenance KPI Dashboard
- Finance KPI Dashboard
- Risk & Safety Dashboard
- Marketing & Sales Dashboard
- HR Dashboard
- CRM & QA Dashboard
- Strategy Dashboard

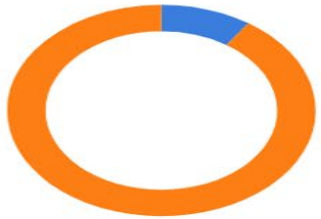
Business Intelligent Dashboard Example

Equipment Status — Working

Work order → Achivment Report → Send notification to the supervisor → Send Evaluation request to creator → Eval is done,Approval notification Send → Job closed

Avg Down Time [D]	MTBF [D]	MTTR [H]	PM	MEL
21.00	33.00	00 : 00	Last PM Date 15-08-2021	0.00
Min 5.00			Next PM Date 15-09-2021	
Max 38.00				

Equipment Life performance



working Days	42
Uptime	4
Downtime	38
Performance Rate	10%

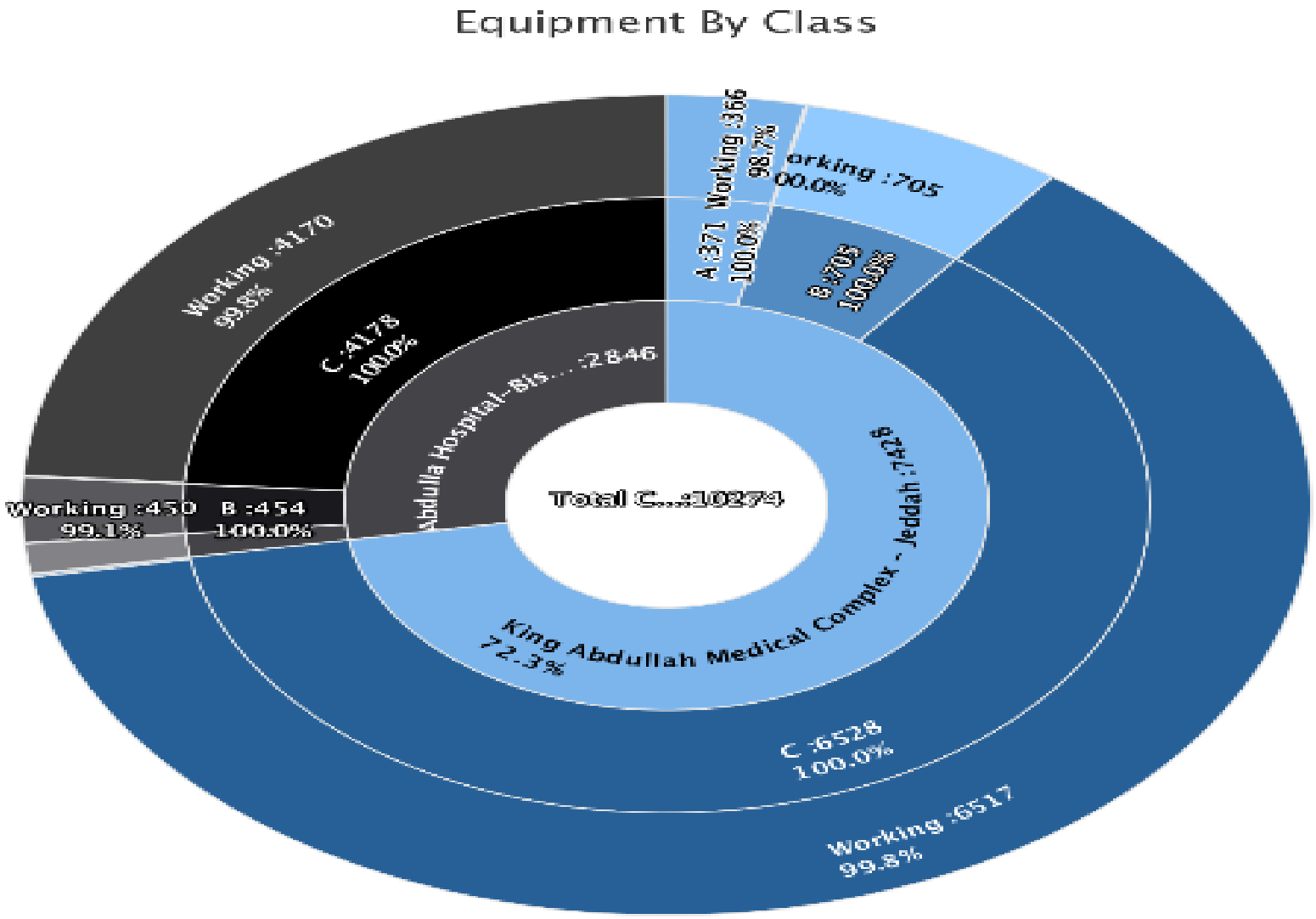
PM Life performance

All	2
Done	1
Pending	1
Performance Rate	50%

Cm Life Performance

All	2
Done	1
Pending	1
Performance Rate	50%

Business Intelligent Dashboard Example



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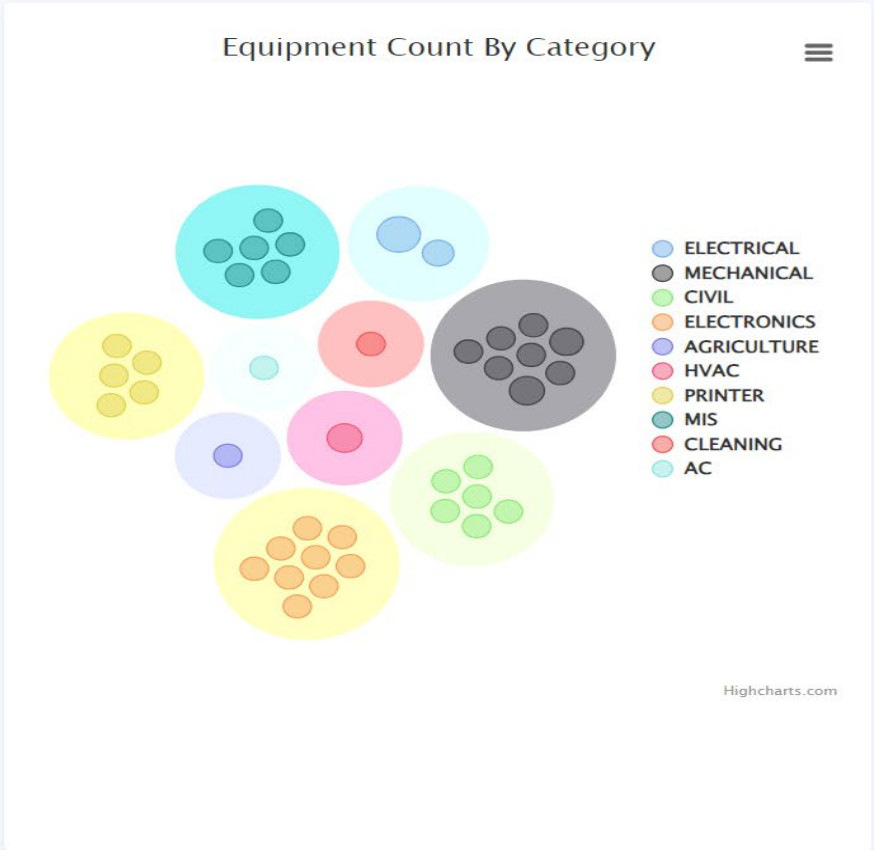
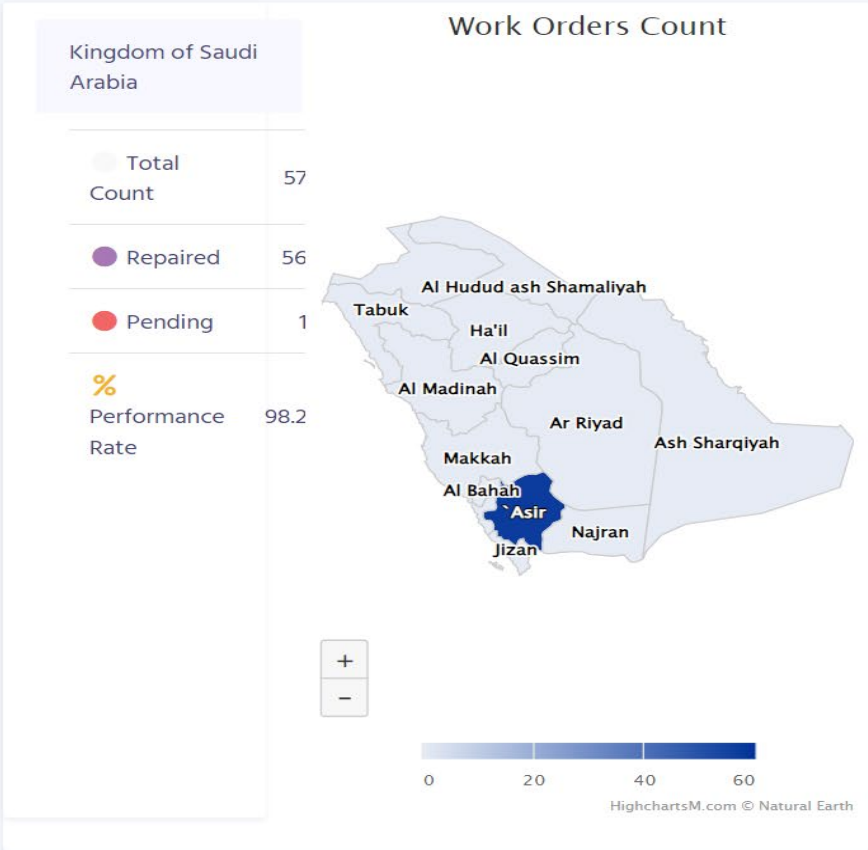
Business Intelligent Dashboard Example

OMS

localhost
OMS



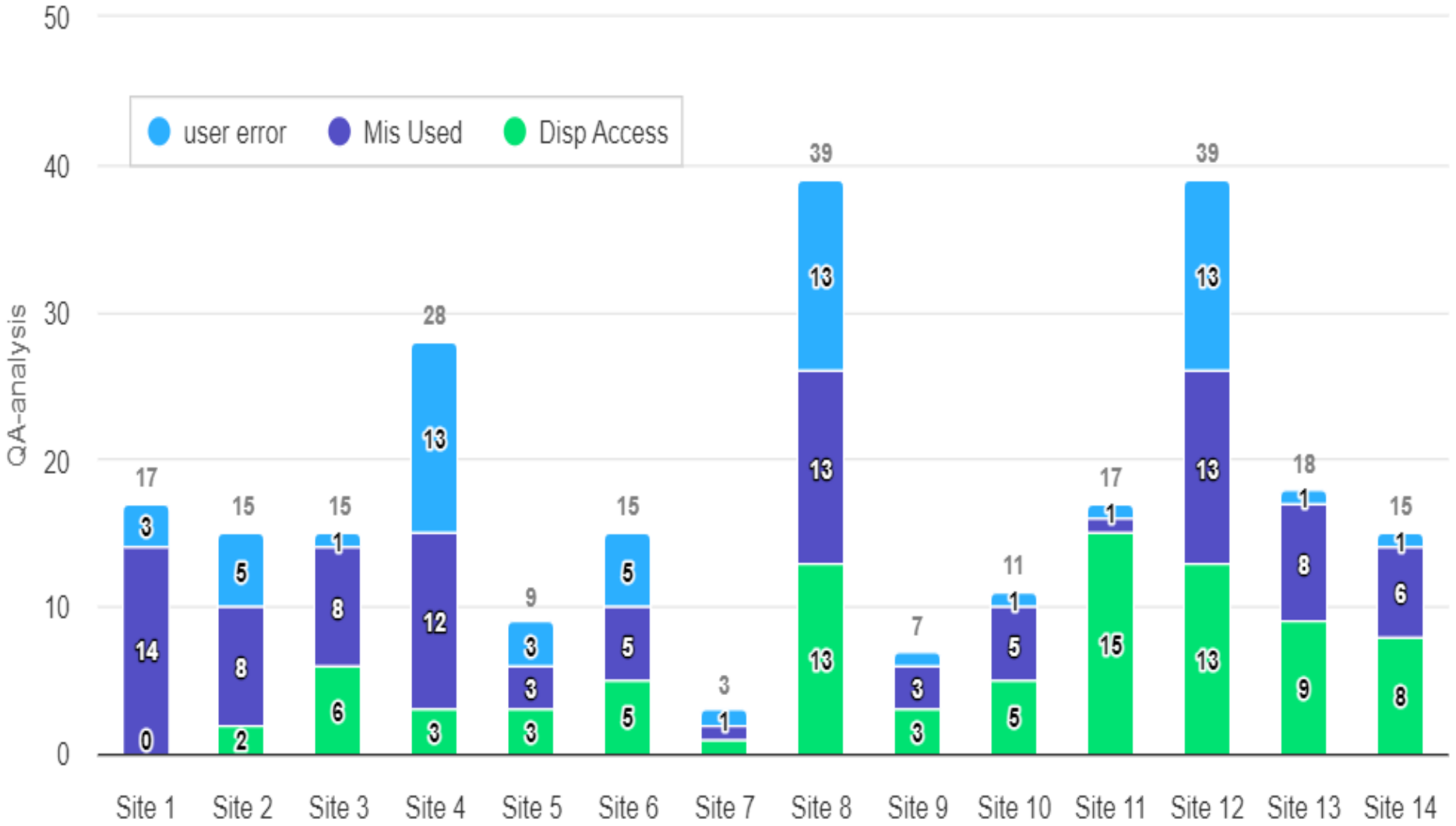


Search

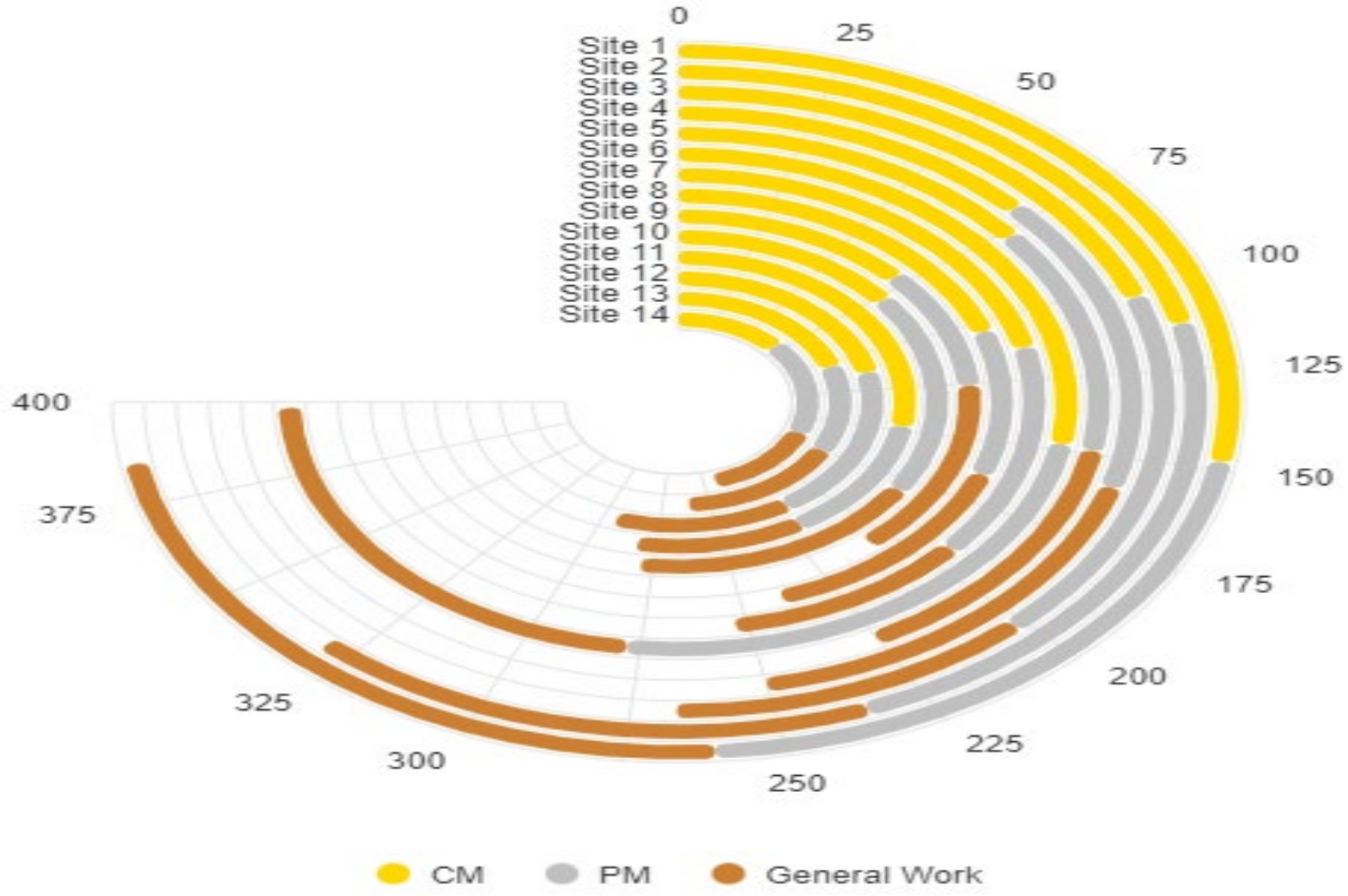
ENG

6:15 PM
21/06/2023

Business Intelligent Dashboard Example



Business Intelligent Dashboard Example



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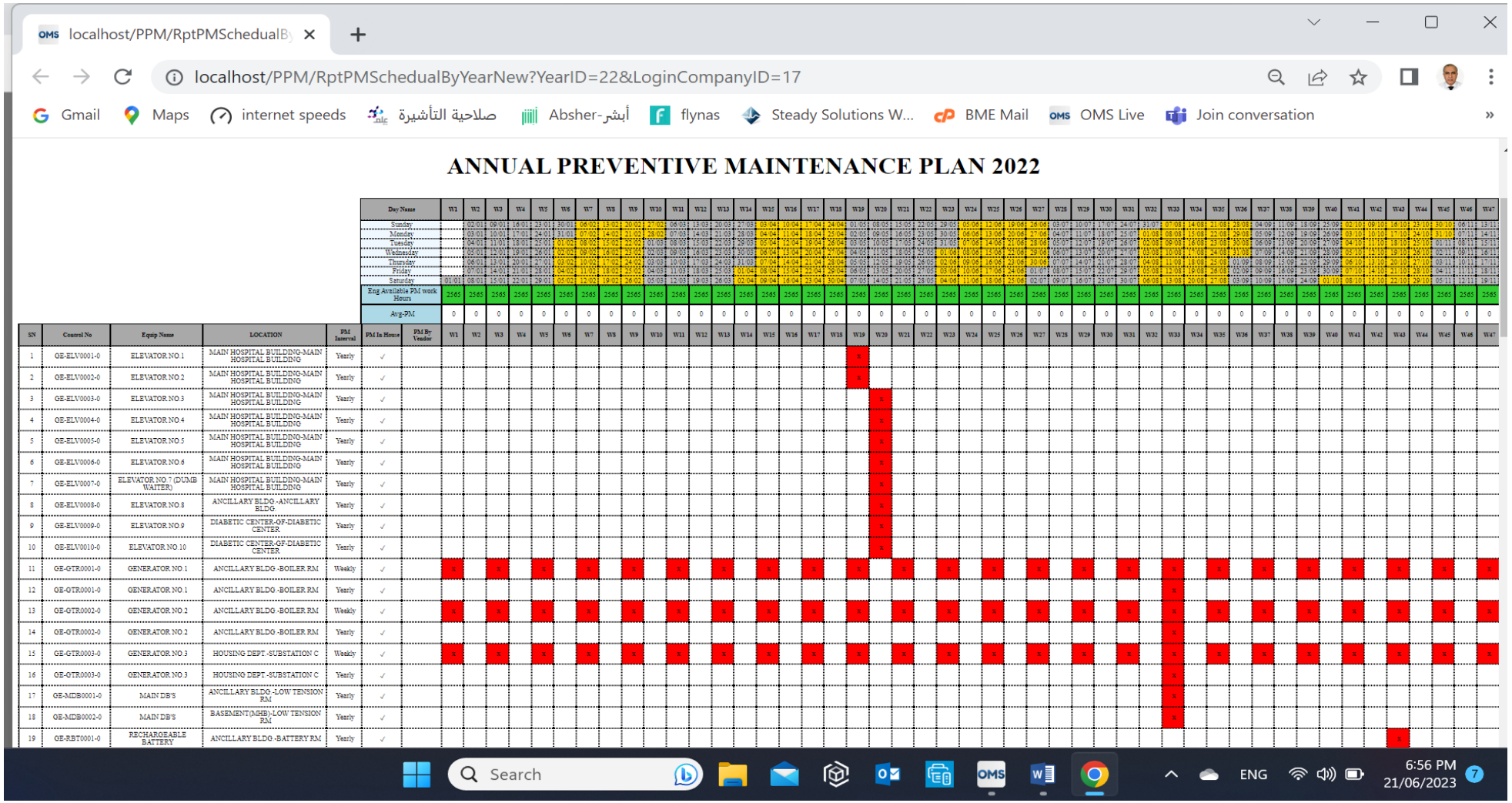

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International Standard Referral Data & Coding

- Include International Standards Asset PM check lists
- Include International Standard Assets Profile
- Include International Standard Evaluation & benchmarking tools
- Bilingual
- Medical & General
- API

Digital Transformation Positives & Negatives

Positives

- Makes services more competitive
- Makes employees more productive
- Customer Satisfaction

Negatives

- Never-ending change
- Effective implementation takes time
- Can cause uncertainty for employees

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Technology is not going to stop advancing. keep it in your sights ahead of you.

Eng. Fayad Daraghmeh
CEO, Steady Solutions

THANK YOU!

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