DIGITALISATION OF MAINTENANCE

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AGENDA

➢ What does ‚digitalisation' stand for?

➢ Digital maintenance – the ingredients
  o platform
  o process
  o people

➢ Change process - shared experiences

➢ Summary

What does digitalisation stand for …

➢ **Wikipedia says:**

*"Digital transformation (DX) is the **adoption of digital technology** by an organization. Common goals for its implementation are to **improve efficiency, value or innovation."** **
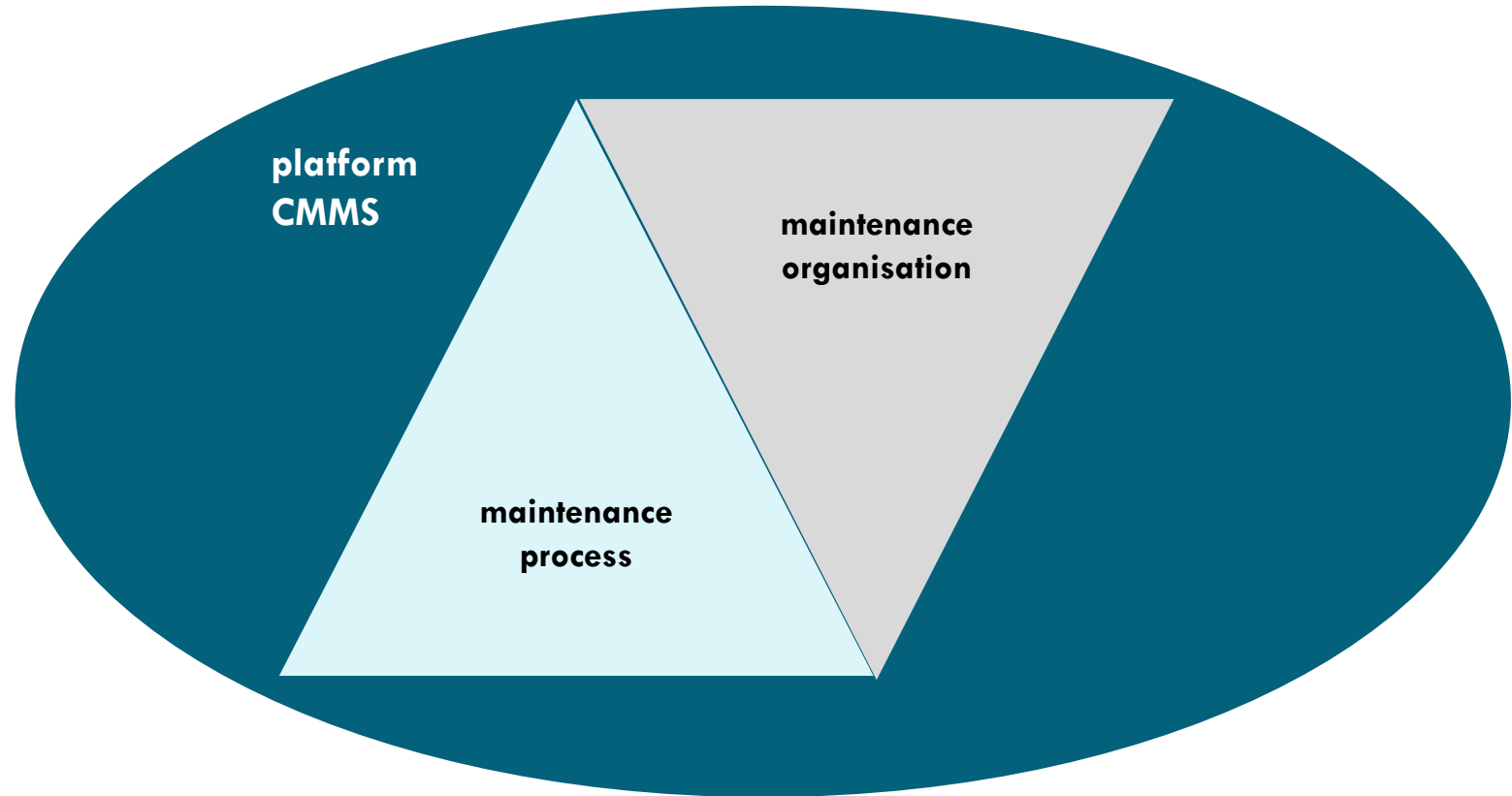
➢ **RMR understands:**

*Digitalisation as way forward **to interconnect** our working methods **securely** and to make them **more flexible and maintenance-friendly**.*

As to achieve this in maintenance, we use digital technology to make information/data being available in and for different applications …
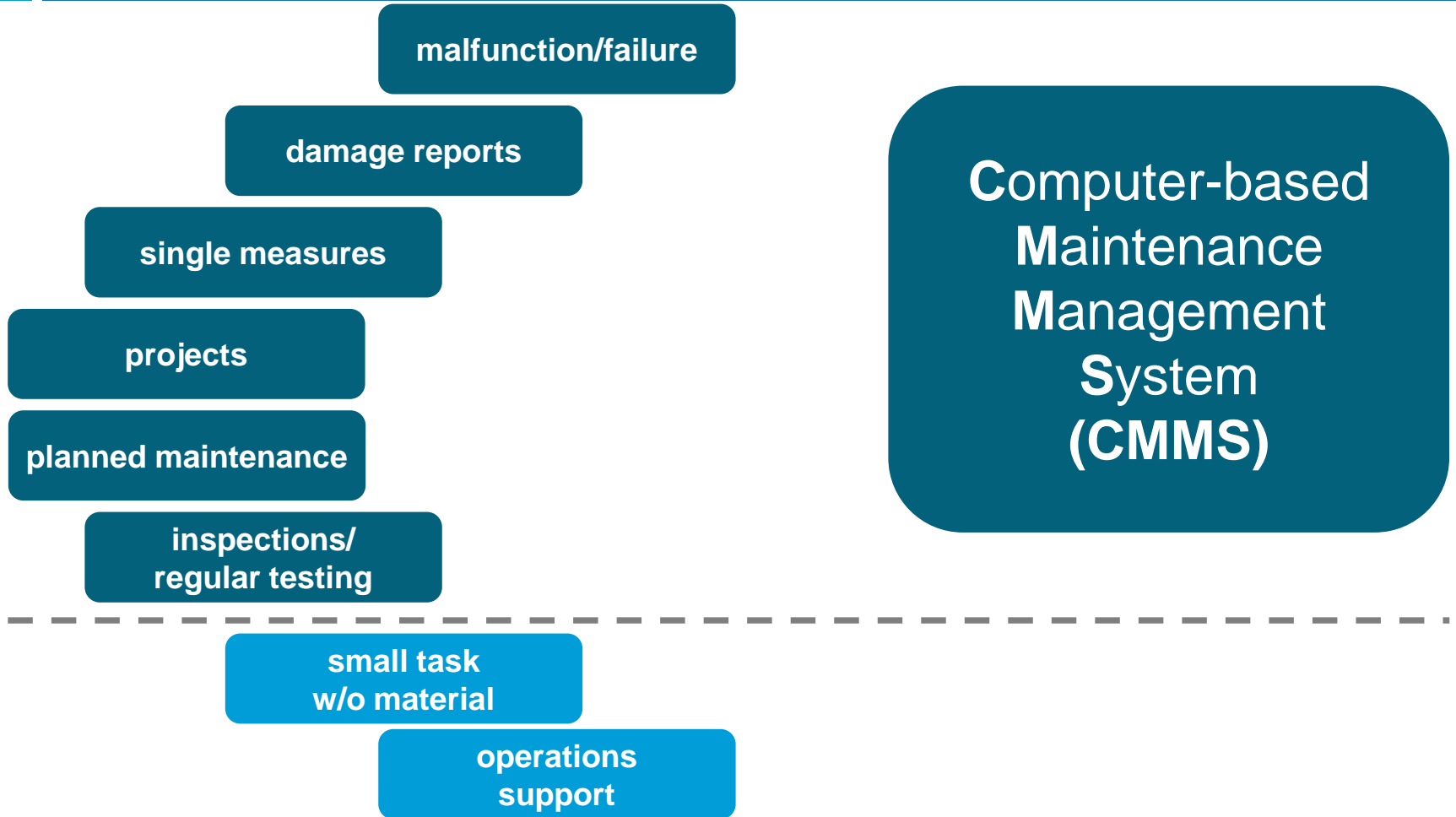
* https://en.wikipedia.org/wiki/Digital_transformation (last seen on 13 Oct 22)

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RMR's digital maintenance – the ingredients …

platform
CMMS

maintenance
organisation

maintenance
process

Ingredient 1: Maintenance platform and tasks

malfunction/failure

damage reports

single measures

projects

planned maintenance

inspections/
regular testing

small task
w/o material

operations
support

Computer-based
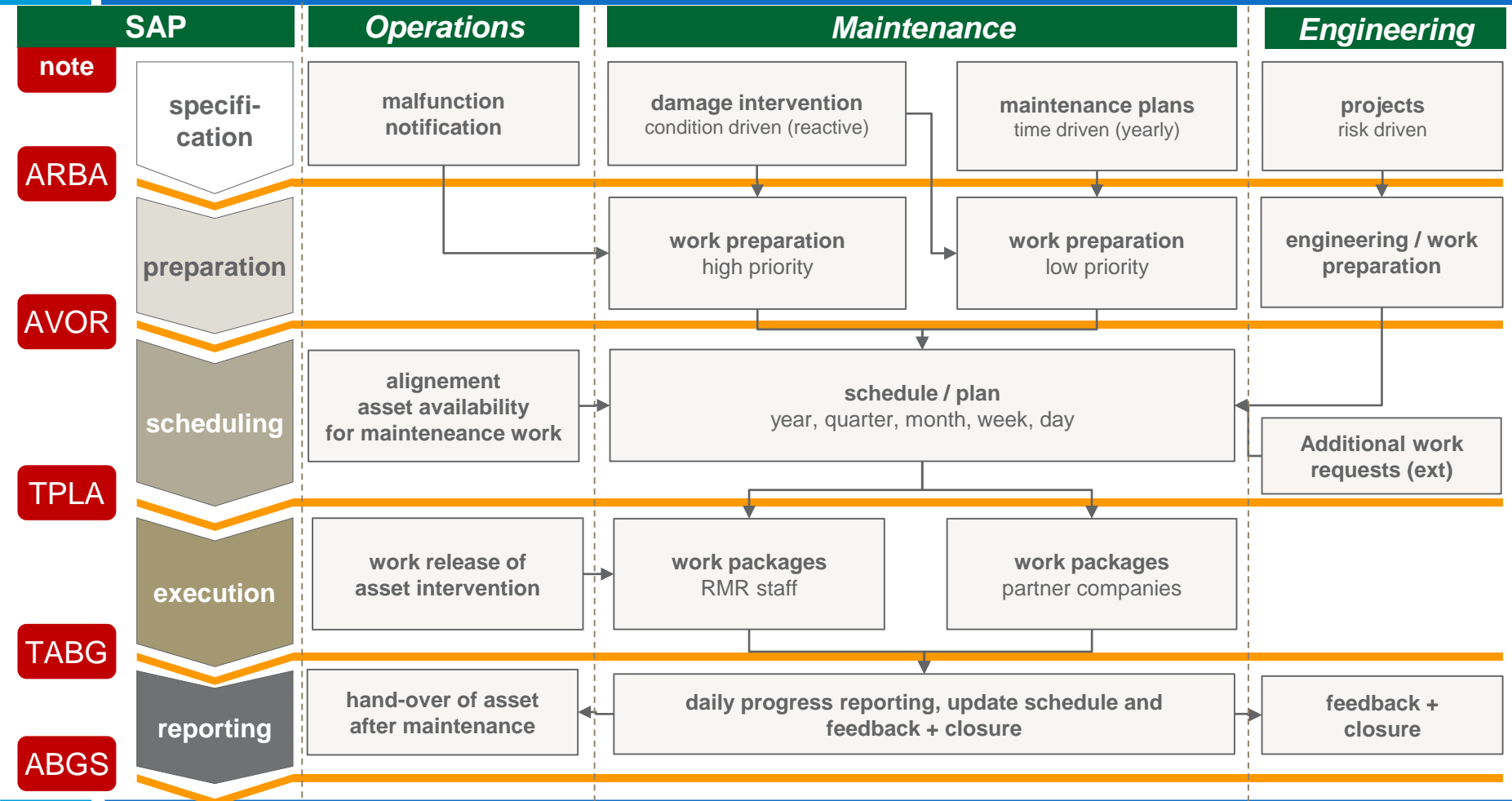**M**aintenance
Management
System
(CMMS)

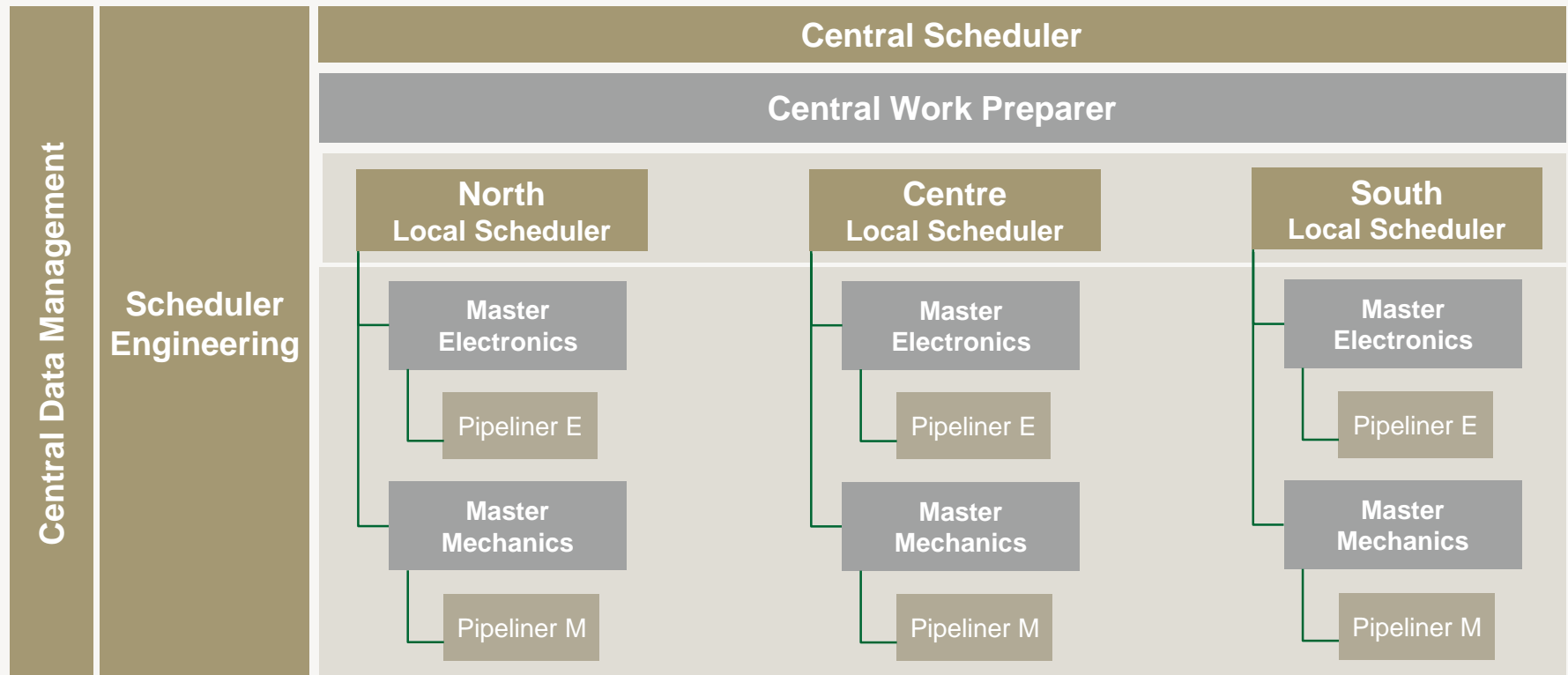# Ingredient 2: Maintenance process – how it works @ RMR

Ingredient 3: Maintenance organisation – RMR people with dedicated roles

Change process - shared experiences

➢ Project started in 2016 with support of an external company.

➢ 2-step-approach: 1. pilot set-up with limited key personnel, step 2: roll-out to all employees and testing phase.

➢ Important to manage different expectations: push vs. learning.

➢ Digital interfaces/systems to be managed – (mobile) hardware and software (tablets, SAP and mobile app).

➢ Digitalisation of papers – as CMMS basis – takes time which was underestimated.

➢ A journey not only for the project team – real challenge starts with implementation as ways of working change significantly.

➢ External partners, e. g. third-party experts, authorities, to be taken on board.

➢ Training of people is key to reduce extra efforts with digital systems – digitalisation with shift of benefits.

Summary

➢ Technology and data processing triggering digitalisation.

➢ Digitalisation means transformation.

➢ Digital transformation asks for
- a reliable IT infrastructure and
- a suitable process and
- a people organisation.

➢ Maintenance is favoured for digitalisation
- availability and processing of data and
- organised work portfolio with interconnections and
- transparent (technical) documentation.

➢ The digital journey is demanding but unavoidable.