



MAINTMASTER®

Certification audit support handbook

The maintenance navigation guideline for certifications

Preface

Standards and certifications are an essential part to the development and quality control of almost every company. They help ensure, that the company operates in a safe and responsible and sustainable way, that the product quality is always up to standard and that there is a process of continuous improvement.

Most of these standards and certifications have a direct or indirect effect on the maintenance department. This means that there are processes and tasks specified in the certifications that need to be carried out by maintenance.

This booklet is a brief summary of the most common certifications focusing on the role that the maintenance department has in fulfilling the respective requirements.

The fulfillment of these requirements often has a management software component. MaintMaster, being the most flexible maintenance management software will provide a solid basis for compliance. We therefore provide hints on how to set up MaintMaster in accordance with the maintenance requirements provided in these certifications.



Certifications and audits

(With maintenance-related components)



Management Systems

- ISO 9001, ISO 14001:
Quality and environmental management
- ISO 45001
Occupational health and safety management
- ISO 28000
Security in the supply chain



Energy / Environment

- ISO 50001
Energy management
- ISO 14001
Environmental management



Automotive

- IATF 16949
Quality Management System for the automotive industry



Food

- FSSC 22000
ISO-based international food safety certification IFS HPC: IFS Standard for Household and Personal Care Products
- IFS PACsecure:
IFS standard for packaging
- BRC Food
BRC Standard for Food Safety
- BRC/IOP Packaging:
BRC standard for packaging (materials)
- BRC Consumer Products:
BRC standard for the consumer goods



Certification Requirements: Management Systems

Certifications and audits: ISO 9001, ISO 14001

(Quality and environmental management)



Maintenance management



- Definition of maintenance strategy
- Definition of maintenance processes
- Define fault report procedures



Define your processes and maintenance strategy and implement them directly in MaintMaster. Use MaintMaster on fault reports on your machines.

Calibration Management



- Calibration instructions
- Calibration records
- Calibration certificates
- Calibration standards
- Archiving protocols



Enter measuring equipment as objects into MaintMaster. Use recurring and corrective jobs for each calibration task.

Total Productive Maintenance



- Involve operating staff (TPM / reporting)



Invite your production staff to MaintMaster to give them access to the status of the machine that they are working on as well as assigning simple maintenance tasks to them.



Certifications and audits: ISO 9001, ISO 14001

(Quality and environmental management)

Document Management



- Document approval procedure
- Revision status list



MaintMaster can store documents as objects. Each revision can be created with a job and approval structures can be set.

Overall Equipment Effectiveness



- Measure overall equipment efficiency (OEE)
- Improve overall plant efficiency (find common faults)



MaintMaster delivers maintenance related data such as downtime, fault incidences which are important to calculate OEE numbers.

Certifications and audits: ISO 4500

(Occupational safety and health)



Object analysis



Assess hazardous objects and evaluate their safety risk



Use extended properties to classify your objects according to their hazard level.

Incidence tracking



Track and monitor every health and safety related event. Statistically evaluate the development over time



Use a specific job category for each incident. This will help you generate reports such as which objects are the most dangerous or which shift is the most affected

Formulate goals



Set goals for the reduction of health-related incidences



Use statistics and object analysis to identify opportunities for improvement

Certifications and audits: ISO 4500

(Occupational safety and health)



Improvement reporting structure



Provide a reporting system for your staff (maintenance and operators) to report opportunities for improvement.



Use the “improvement maintenance” job category on the object in question to make it easy for the staff to contribute with safety improvement ideas.

Identify required staff qualifications



Certain (maintenance) tasks require the staff to have a certain qualification so that they can be carried out safely.



Use extended properties on personnel responsible for jobs to make sure that no one starts a job that doesn't have the qualification to do so.

Certifications and audits: ISO 28000

(Security in the supply chain)



Criticality analysis of objects



Each object (producing unit) needs to be classified according to its criticality to the overall production or the production of a certain product.



Use extended properties for criticality of objects. Makes sure that this is also applied to spare parts belonging to these objects.

Backup plans



Depending on the criticality of an object, backup plans need to be in place for the event that the unit fails.



MaintMaster IoT sensors can help you detect deviations before they occur. Contact MaintMaster sales to learn more on how and where they can be used.



Certification Requirements: Energy & Environment

Certifications and audits: ISO 50001

(Energy Management)



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Energy Management



- Record energy consumption
- Record consumption peaks
- Set goals for lowering consumption
- Include energy consumption in investments decision making



Use machine data integration or manually specify energy consumption in MaintMaster with extended properties for machines and applicable spare parts.

Certifications and audits: ISO 14001

(Environmental Management)



Maintenance management



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Maintenance monitoring



- Identify common faults
- Measure key figures for KPI 's



Keep statistics on common faults, and generate a root cause analysis in MaintMaster

Environmental Management



- Monitor status quo of energy consumption
- Risk analysis for environmental damage
- Setting environmental targets
- Measuring target conformity



Through extended properties, you can specify the environmental risk of your objects as well as materials. Use this function to get a better overview on environmental risk as well as a starting point for improvements



Certification Requirements: Automotive

Certifications and audits: IATF 16949

(Quality Management System for the Automotive Industry)



Maintenance management



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- Definition of maintenance processes
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Total Productive Maintenance



- Involve operating staff (TPM / reporting)



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Specific KPI



- MTBF (mean time between failures)
- MTTR (mean time to restoration)
- Specify your own important KPI 's



MaintMaster supports all the required KPI for IATF provided that all the data is available. If fault reporting and downtime reporting are done correctly, MaintMaster can provide you with the KPI in a matter of minutes.



Certification Requirements: Food



Certifications and audits: FSC / BRC

(International food safety certification / BRC Standard for Food Safety)

Maintenance management



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Occupational Safety



- Risk analyses and hazard assessment of objects
- Measuring incidence
- Formulate goals
- Provide reporting structure for improvements
- Identify required staff qualifications
- Root cause analysis



Use a specific job category for each accident. This will help you generate reports such as which objects are the most dangerous or which shift is the most affected

Food Safety



- Identification of critical control points
- Identification of limit values
- Review of maintenance activities with regard to influence on control points
- Checking materials used in maintenance for influence on control points



With MaintMaster, you can define Objects, spare parts and materials that impose a contamination risk. Once this is defined, you can create follow up jobs for each contamination-critical job to ensure food safety.

Implementing Certification Requirements

Get your maintenance department ready for any audit!

Implementing Certification Requirements



Reporting / Reporting structure

- Bundling of all communication - all reporting/feedback in just one tool
- Simple and fast reporting of faults
- Simple and quick feedback of actions and times/spare parts
- Standardisation of the messages for the purpose of later analysis
- Routing and directing of all messages to the appropriate place according to process specification depending on object/event/time of day etc.
- Visualisation of messages according to role/task



Planning / Controlling

- Bundling of all actions - all planning and control in only one tool
- Control of "corrective maintenance
- Planning "preventive maintenance
- Overview of budget and actual state
- Overview of staffing levels and planned / actual times
- Overview of recurring inspections / statutory inspections



Documentation

- Bundling of all documents - access to all maintenance-relevant documents from one tool
- Access to technical, quality and audit-related documents.
- Linked to object
- Mobile accessible
- Audit-proof (audit-proof, role-controlled, management and control of documents)

Implementing Certification Requirements



Analysis

- Information about all events/incidents - in one tool
- Groupable and filterable according to all possible parameters – in real time and adjustable
- Create graphics and tables - at any time and individually, without an advisor/consultant
- Object, category, department, function, cost centre, cost type, spare part controlled



Measuring / Monitoring

- Bundling of all KPI information - measuring and monitoring in only one tool
- Pre-configuration of important KPI (MTBF, MTTR, MWT...)
- Easy creation of own KPI
- Measuring the KPI through automatic evaluation of all messages / feedbacks
- Tracking KPI history
- Free choice of viewing periods and grouping elements
- Automatic monitoring of orders that are not processed on time
- Automated information when limits / timeouts are reached



Derive Consequences

- Generate follow-up orders (for later root cause analysis)
- Allocation of a deadline for processing
- Automated tracking and resubmission
- Evaluation of successes by means of graphics, KPIs and tables

Questions?

We are here to help!

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