

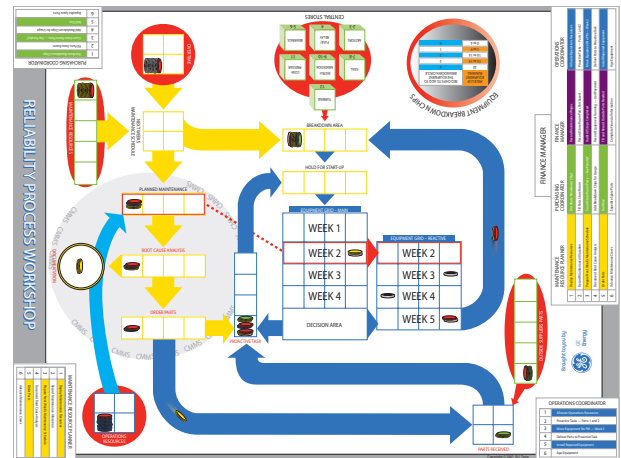
Welcome to your new job

Imagine that you've just joined the management team of a large machinery-intensive facility. But all is not well. You find yourself in a plant with imminent failure looming over numerous machines, penalties mounting weekly because you can't produce at 100% of contracted output, and a plant manager reminding you daily that profits are plummeting. And if that's not challenging enough, how about an operations team that insists on running machines to failure instead of allowing proactive maintenance, and a purchasing department that wants to increase an already bloated spare parts inventory yet never seems to have on-hand what you need. Oh, and don't forget to put strict limitations on your use of overtime to "dig yourself out" and catch up on the backlog of failed machines.

Sound like the real world? It should, because we've designed the course to be as close to reality as you can get from the comfort of a classroom. Using an innovative, role-playing simulation, you and your colleagues must make the key, day-to-day decisions necessary to maximize long-term profitability.

Should you focus on maximizing each week's profits or take a longer-term approach that requires investment today and deferred payback? Where should you use overtime? How can you tolerate penalties for non-production when every available resource hasn't been assigned to fix what's broken? How can you convince your colleagues of the value of proactive maintenance with the assurance that benefits will outweigh the costs within a reasonable timeframe? And what about your competitors? What if their strategies are giving them sustainable profitability faster than you?

This simulation allows you to see the "big picture" and underscores the impact of reliability in ways that conventional lecture-type training simply can't approach. It makes reliability



real because you make the decisions that affect the balance sheet month after month—just like in a real plant.

The simulation

Each simulation requires four participants who assume the roles of maintenance, operations, sourcing, and finance managers. Each round of the simulation represents a single week in the life of your plant where you must decide how many resources to deploy, how to stock your spare parts inventory, whether to push your machines harder or voluntarily take them off line to perform proactive maintenance, and whether you should pursue performance bonuses at the risk of problems later on. Every week, you document your plant's performance and every five weeks, you roll these results up to headquarters where your performance is compared against other plants.

Multiple plants compete against one another, just as in real life, and after 25 weeks, the most profitable team wins. But in reality, everyone wins because the objective is to understand how reliability impacts profitability.

Unparalleled Learning

It is often said that we learn more from our mistakes than from our successes. The workshop is extraordinarily powerful because it allows participants to live with their mistakes, experiencing the compound effect of bad practices with each weekly iteration of the simulation. Conversely, they can also see the compound



effect of good practices. The course facilitators provide many opportunities for interaction, and progress is reviewed every 5 weeks with questions and illustrations taken directly from the simulation.

Participants invariably emerge with not just a heightened awareness of the role their function has in reliability, but how each function in a plant impacts reliability. Perhaps more importantly, participants emerge with an understanding of how reliability impacts profitability. In just a single day, most participants find that reliability has moved from an abstract concept to something they “feel” and “understand.”

Benefits

- Enhanced appreciation for the business ramifications of good and bad reliability practices
- Improved understanding of the difference between proactive and reactive practices and their effect on profitability
- Greater insight regarding the importance of teamwork and the unique roles that various functional departments have in overall plant reliability
- Better analytical skills to assess decisions in light of short-term profitability versus long-term profitability
- Improved understanding of the importance of maintenance planning, spare parts inventory strategies, computerized maintenance management systems, and root cause documentation

Workshop Details

Duration: one day (6-8 hours)

Prerequisites: none

Detailed Syllabus

- 1) Explain the reliability process game-board simulation used in the workshop
 - a. Explain how it is conducted
 - b. Explain the purpose

- 2) Establish multi-disciplinary teams of four participants
- 3) Conduct the simulation
- 4) Complete five rounds simulating five weeks in the life of a plant
- 5) Review status and scores after five rounds
- 6) Continue simulation until 25 weeks of plant life are completed
- 7) Review results and emphasize lessons learned

Comprehensive Reliability Training Offerings

In addition to the Reliability Process Workshop, GE also provides numerous other training courses and workshops specifically designed to address the reliability function. These courses cover topics such as maintenance planning and scheduling, development of reliability based maintenance strategies, skills in performing reliability centered maintenance (RCM) analysis, understanding the reliability process, developing the ROI rigor and analysis necessary to “sell” reliability programs and projects to your executive management, and more. Combined, they represent an ideal foundation upon which you can build your organization’s reliability program.

Flexible Venues

Our reliability courses are offered at numerous GE Training Center locations worldwide. Upon request, we can also come directly to your facility or an appropriate local venue to provide any of the courses in our portfolio of reliability curricula. Courses can be combined where appropriate. For example, our 1-day Reliability Business Case and Reliability Process Workshops can be combined into a 2-day back-to-back offering that provides a highly effective introduction to the topic of reliability.

For Additional Information

Please visit our reliability services website at the URL listed below. It contains links to our reliability-related training and allows you to access the most up-to-date information on course schedules, registration information, and more. You can also contact us at the phone number listed below, which is dedicated specifically to inquiries on our reliability services and training offerings.



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GEA-14176A (09/06)