



# **Maintenance Best Practices for Leadership & Supervision**

17 - 21 April 2023

10:00 - 15:00 Eastern Standard Time (EST)  
15:00 - 20:00 Greenwich Mean Time (GMT)

[www.biiworld.com](http://www.biiworld.com)

## Course Overview



Enhance your performance and strengthen your workforce by improving your Leadership & Supervisory skills and be confident that you can be successful in meeting the difficult challenges of today's business world. Supervisors are the first line of management in any organization. A successful leader or supervisor is required to have a wide range of skills, including:

Planning	Organising	Staffing	Motivating	Executing
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In addition, supervisors must also have fundamental skills including, human relations, administrative, and coaching, and communication skills. Every topic we discuss comes with specific tools that Leadership & Supervisors can immediately apply. Learning the key skill requirements, this workshop is highly valuable for future, newly promoted, or experienced leaders, managers, or supervisors. These essential roles are key to any organization that requires specialized training.

### Interactive And Engaging Training Experience

Trainer as a leader in adult learning styles using a mix of informational materials, exercises, tools, and discussions to keep the audience active, awake, and engaged. Adults are taught using examples, scenarios, and open discussions. AMG International Consulting have skillfully designed this course to test the limits and challenge the individual on what they thought they knew about Leadership & Supervision. The attendee will leave this training confident that they can handle any situation and elevate the performance of any workgroup.

This highly interactive course is designed to provide a training environment that maximizes the interaction between attendees and the instructor. Attendees will complete and review daily exercises designed to enhance and reinforce knowledge retention and provide the attendee the opportunity to improve, implement, and administer maintenance best practices!

## Course Objectives



- Understand Maintenance Best Practices and how to improve your own operation
- Identify your own strengths and opportunities for self-improvement
- Apply new skills to motivate, delegate, and influence your team to achieve greater results
- Learn the principles of Leadership & Supervision techniques and how to utilize tools to support
- Demonstrate how to tailor your own leadership style





## Instructor: Andy Gager

Andrew has been recognized as an industry leading expert in facilitation, global implementations of operations best practices, maintenance systems, and supply chain with over 20 years of industry experiences ranging from warehousing operations to plant management and over 20 years of consulting and facilitating trainings. Mr. Gager has worked extensively in the manufacturing, oil & gas, food & beverage, facility management, power gen, pharma, and transportation industries. Andrew specializes in optimizing operations, maintenance best practices, materials management and has facilitated dozens of international improvement initiatives. His focus is developing, implementing, and supporting reliability-based solutions within the overall Asset Performance Management system.

As an accredited "Certified Maintenance Reliability Professional" (CMRP), "Certified in Production and Inventory Management" (CPIM), "Certified Reliability Leader" (CRL), "Six Sigma Green Belt" (CSSGB), and Certified Asset Management Assessor (CAMA). Mr. Gager holds a BS degree in Business & Operations Management from Rochester Institute of Technology.

Andrew is also a distinguished author with articles published in numerous trade magazines and referenced as a contributing expert in the field of Leadership, Change Management, MRO/Supply Chain Management, and overall Operational Improvement. He regularly speaks at industry webinars, podcasts, and conferences. He receives accolades for his facilitation and training skills. He has facilitated dozens of trainings including Maintenance & Reliability Best Practices Review (CMRP), Certified Asset Management Assessor (CAMA), Planning & Scheduling, MRO Best Practices, Leadership & Supervision, and many others.

Mr. Gager is a member of the SMRP Skills Development Committee, SMRP Exam Writing Committee, The iAM Competency Committee, and US/TAG ISO55000 Representative.

### // TESTIMONIALS //

Andy's explanations and illustrations are 100% relevant to our environment and he makes it so simple to understand! - Maintenance Manager from Food & Beverage Industry

Andy's presentation skills and examples were rich in content and relatable! - Team Lead from Transportation Industry

Learning from the most experienced instructor, delivering decades of not only theory but application was a joy! - Director of Maintenance from Oil & Gas Industry

Andy's presentation skills and relating it to real life examples was excellent and made the sessions enjoyable! - Division Manager from Food & Beverage Industry

If I have another opportunity to attend one of Andy's trainings, I will most definitely! - Operations Manager from Water Utility Industry

Andy challenged us and his presentation style is excellent! - Plant Manager from Consumer Goods Industry

The training was well defined. The content was related to our current state, and course was interesting, and interactive. The instructor was knowledgeable and has great experience and covered all our questions in detail and used examples to reinforce! - VP of Manufacturing from Manufacturing Industry

The course instructor was knowledgeable and responsive to questions. Highly recommend for teaching and consulting! - Head of Asset Management & Integrity from Oil & Gas Industry



## Who Should Attend?

**Maintenance Best Practices for Leadership & Supervision** was designed specifically for individuals participating in or aspiring to further their professional careers and performance.

Industries	Job Titles
<ul style="list-style-type: none"><li>• Manufacturing</li><li>• Consumer Goods</li><li>• Utilities</li><li>• Food &amp; Beverage</li><li>• Pharma</li><li>• Oil &amp; Gas</li><li>• Facilities</li><li>• Power Gen</li><li>• Petro Chemical</li><li>• Transportation</li></ul>	<ul style="list-style-type: none"><li>• Directors</li><li>• Managers</li><li>• Reliability Engineers</li><li>• Maintenance Leads/Supervisors</li><li>• Maintenance &amp; Reliability Professionals</li><li>• Senior Leadership</li><li>• Operation Supervisors</li><li>• Finance</li><li>• CI Leaders</li></ul>

## Training Methodology

1. **Real Time Virtual Training:** This course in an online format in principle does not differ to the direct presentation and assessment (face to face training). This course is organised as a five-day course and all the material in the original syllabus will be presented online as well as the tests.
2. **Live Interactive Sessions:** Q&A round will be provided to interact with the trainer online. Trainer will also be available post course to interact with the attendees.
3. **Comprehensive Learning Kit:** Trainer will provide course materials after the training which will be helpful for the attendees as the future reference in their continuous learning journey.
4. **Break Down Day Timing**

Session 1	75 min
1st break	10 min
Session 2	75 min
2nd break	10 min
Session 3	75 min
3rd break	10 min
Session 4	75 min



# Course Outline

## Module 1:

### Work Management

- Work Management Delivery
- Work Control
- Implementing Work Control
- Backlog Management
- Work Execution & Close-Out
- Measuring Performance

## Module 2:

### Roles & Responsibilities

- What is Supervision
- 5 Key Characteristics of Supervision
- Developing Org Structure
- Resource Strategy
- Determining Skills & Competency
- Four Elements of Planning
- Establishing Daily Goals
- Managing Overtime
- GEMBA
- Administrative & HR Responsibilities
- Training

## Module 3:

### Supervisor Strategies I

- Asset Management Leadership
- Leading & Managing People
- Personal Inventory
- Developing Team Personalities
- Conflict Resolution
- Discipline
- Dealing With Difficult People
- Time Management

## Module 4:

### Supervisor Strategies II

- Motivating
- Delegating
- Directing
- Influencing
- Developing Communication Skills

## Module 5:

### Leading Effective Performance

- Coaching For Success
- Coaching For Improvement
- Establishing Goals & Objectives
- Rewards & Recognition
- Meetings
- Defect Elimination
- Measuring Performance
- Personal Improvement Planning



## Does BII Online Virtual Training have the same value as traditional classroom training?

Yes, BII Online Virtual Training offers participants; same training system as in-person, i.e face-to-face engagement with instructors, course material, interactive participation of all delegates, and personal support that they would expect to find in a traditional classroom.

## What are main features of your online courses? Are they on-demand? Is it different content from the in-person offering?

The content of the virtual training is similar to the in-person sessions and customized presentation makes it a richer online learning experience. As always, we will share presentation materials with attendees for later reference.

The online courses are not on-demand and recordings cannot be purchased. They are set on scheduled dates, live with an instructor and co-host via webinar software. While the day is shorter than an in-person session (4hrs vs 8hrs), timing are adjusted to accommodate attendees in different time zones and allow more time for one-on-one conversations via the Q & A.

## What are the technical requirements for participation in a virtual course?

All you need to participate in virtual training are:

- Desktop or Laptop or Tablet Computer, and Internet connection
- Webcam
- Headset with built-in microphone

## Can I attend an online training session if I have a Macintosh computer?

Yes, Our Online training systems does allow Macintosh computers, PCs, and computers running Linux to easily enter any of our online training sessions.

## What type and version of browser will I need for online classes?

It is recommended that you use the latest version of Firefox, Chrome or Internet Explorer for Windows and Firefox or Safari for Mac. Each of these is available for free download and also suggested you have the PDF Reader

## How do I have access to the trainer for questions?

As in the classroom, you will see the trainer in front of you and have the opportunity to ask questions at any time - all via audio and video transmission.

## Is there a mute option within an online training session to minimize background noise from my audio connection?

Yes, the Mute button will display to the right of your name as you hover your mouse over your name shown in the Participants panel on the top, right side of the Web conferencing screen.

## What if I miss few sessions of the online training program?

The training will be simultaneously recorded which will be provided to you as per request & requirement

## Do I get a Certificate at the end?

Yes, you will get a PDF version of your certificate of completion





## Masterclass Maintenance & Reliability Practitioners (Online)



Facilitator : **Michael Eisenbise**  
Date : **06 - 10 March 2023**  
Timings : **10:00 - 14:00 Eastern Standard Time (EST)**

Equipment must be safe, reliable, and process variability must be eliminated. Your employees must be motivated and supported with targeted training and a robust and efficient organizational structure. This course is designed to heighten the learning experience and to provide an immersive training environment that maximizes the interaction between attendees and the instructor, and between the attendees.

Michael Eisenbise the facilitator for this course has 43 years of maintenance technology and reliability experience. He is a Certified Maintenance and Reliability Professional (CMRP) with the Society for Maintenance and Reliability Professionals Certifying Organization (SMRPCO), a Certified Plant Engineer (CPE) with the Association of Facility Engineers (AFE), a Certified Plant Maintenance Manager (CPMM) with the AFE, and a Certified Reliability Leader (CRL) with the Association of Asset Management Professionals. He is also a registered Professional Engineer (PE) in Florida.

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## Maintenance Planning Scheduling & Control (Online)



Facilitator : **Dave Dyer**  
Date : **13 - 17 March 2023**  
Timings : **10:00 - 14:45 Eastern Standard Time (EST)**

This course is based on an integrated maintenance model that has been used by leading companies and consultants with success and recognised as best practice. Participants will learn the total impact that maintenance can have on a business, identify key elements (and value) of effective maintenance for their own plants to not only reduce costs but also improve performance.

Dave Dyer the facilitator of this course is a highly experienced in maintenance improvement, change management, continuous improvement and capability development as a management coach and trainer. He has worked internationally across Europe, America, the Middle East and Africa with extensive experience in Oil and Gas, the Chemicals sector and manufacturing as well as working with clients in Steel and Power Generation.

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## Masterclass Maintenance & Reliability Practitioners (Face to Face)



Facilitator: **Michael Eisenbise**  
Date : **19 - 21 April 2023**  
Country : **Toronto, Canada**

Companies today face increasing competition and decreasing margins in the global arena. A culture of disruptive innovation combined with visionary leadership and relentless pursuit of process improvement and cost reduction done right are the ingredients required for survival and growth. Equipment must be safe and reliable and process variability must be eliminated.

Michael Eisenbise the facilitator for this course has 43 years of maintenance technology and reliability experience. He is a Certified Maintenance and Reliability Professional (CMRP) with the Society for Maintenance and Reliability Professionals Certifying Organization (SMRPCO), a Certified Plant Engineer (CPE) with the Association of Facility Engineers (AFE), a Certified Plant Maintenance Manager (CPMM) with the AFE, and a Certified Reliability Leader (CRL) with the Association of Asset Management Professionals. He is also a registered Professional Engineer (PE) in Florida.

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## Masterclass Maintenance & Reliability Practitioners (Face to Face)

Facilitator: **Michael Eisenbise**

Date : **24 - 26 April 2023**

Country : **Edmonton, Canada**



Companies today face increasing competition and decreasing margins in the global arena. A culture of disruptive innovation combined with visionary leadership and relentless pursuit of process improvement and cost reduction done right are the ingredients required for survival and growth. Equipment must be safe and reliable and process variability must be eliminated.

Michael Eisenbise the facilitator for this course has 43 years of maintenance technology and reliability experience. He is a Certified Maintenance and Reliability Professional (CMRP) with the Society for Maintenance and Reliability Professionals Certifying Organization (SMRPCO), a Certified Plant Engineer (CPE) with the Association of Facility Engineers (AFE), a Certified Plant Maintenance Manager (CPMM) with the AFE, and a Certified Reliability Leader (CRL) with the Association of Asset Management Professionals. He is also a registered Professional Engineer (PE) in Florida.

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## Advanced Turnaround Management (Online)

Facilitator : **Dave Dyer**

Date : **24 - 28 April 2023**

Timings : **10:00 - 14:45 Eastern Standard Time (EST)**



The purpose of the course is to use the Model of Excellence for Turnarounds and the principles of Challenge Planning to equip attendees with an advanced approach to Turnaround Management. The course is backed by real situations, high levels of interaction, group exercises and multiple case studies. It will explore the underlying mechanisms and levers that shape a Turnaround to demonstrate why we sometimes succeed or fail and introduce new conceptual approaches that can increase our chances of succeeding.

Laurie Dummett the facilitator of this course is an award-winning consultant and trainer with over 25 years experience in maintenance. He has developed a range of maintenance "models of excellence" with inputs from authors, international lecturers and some of the world's leading consultants and operators.

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## Masterclass Maintenance & Reliability Practitioners (Online)

Facilitator : **Michael Eisenbise**

Date : **15 - 19 May 2023**

Timings : **10:00 - 14:00 Eastern Standard Time (EST)**



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