



# Maintenance Best Practices for Leadership & Supervision

30 October - 03 November 2023

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

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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

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





# Maintenance Best Practices for Leadership & Supervision

30 October - 03 November

**BII World Limited**  
9616 45th Avenue  
Northwest, Edmonton, AB  
T6E 5Y9, Canada

Please complete this form and send it back to  
mithun.siddartha@biworld.com

**Event Code: OL TE 67**

## Delegate Details

1. Name: Mr/Mrs/ Ms .....  
.....  
Job Title: .....  
Email: .....
2. Name: Mr/Mrs/ Ms .....  
.....  
Job Title: .....  
Email: .....
3. Name: Mr/Mrs/ Ms .....  
.....  
Job Title: .....  
Email: .....

## Payment Details

**METHOD:** CREDIT CARD  OR WIRE TRANSFER

Please debit my

Visa     Eurocard /Mastercard     Amex     Diners club

Card Billing Address:.....

Street: .....City:.....

Zip/Postal: .....

Card Holders Name: .....

Email Address: .....

Card Holders Signature: .....

Card Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Credit Card CVV2/ CVC / CID Number:

Visa / Mastercard    Amex (4-digit code      
 (3-digit code on the back) on the front)

Valid from:   /   Expiry Date:   /

I agree to BII debiting my card

## Company/Organisation Detail

Name: .....  
Person to Contact:.....  
Email: .....  
Address: .....  
.....  
City: .....  
Country: .....  
Contact No: .....  
Type of Business: .....  
Website: .....

## Authorization and Acceptance of Sales Contract & Terms & Conditions

I hereby declare I am authorised to sign this contract and terms & conditions in the name of the company/organisation:

Name:.....

Date:.....

Signature:.....

**Delegate Fee**  **USD 1199 Per Delegate**

20 USD administration charge and any applicable withholding or any other tax or fee will be applied

### TERMS & CONDITIONS:

1. Payment terms: BII World LTD requires the full payment of the invoiced amount within 7 working days from the issue date of the invoice. BII World LTD reserves the right to refuse entry to any client who does not pay the invoice in full and on time. The registration fee includes: Training documentation and admission to all training sessions.

2. Cancellation by client: The client has the right to cancel his/her participation in the event. Cancellation must be received by BII World LTD in writing either by mail or fax. If the client cancels the event, he/she will get two options:

**A. CREDIT NOTE:** Choose 2-year credit note, BII World LTD will send all the schedule training event details throughout the year. Delegate has the right to choose and attend any of the training programs (valid 2 years).

**B. NOMINATION:** In this option delegate can nominate/refer someone from his/her group/company to attend the particular training program on behalf of the actual delegate.

3. Cancellation by BII World LTD : While every reasonable effort is made to adhere to the advertised program, circumstances can arise which may cause changes in the program, including but not limited to changes in the content, date(s), or special features of the planned event. Such circumstances include but are not limited to acts of terrorism, war, extreme weather conditions, compliance with government requests, orders and legal requirements, failure of third-party suppliers to timely deliver, and failure to register the minimum target number of attendees for a given event. BII World LTD reserves the right to change the content, date(s), and/ or special features of an event, to merge the event with another event, or to postpone it or cancel it entirely as appropriate under the circumstances. Client agrees that BII World LTD shall not be liable for any cost, damage or expense which may be incurred by client as a consequence of the event being so changed, merged, postponed or cancelled and client agrees to hold BII World LTD harmless and to indemnify BII World LTD in case of liability caused by any such changes, mergers, postponements or cancellations.

4. Cancellation of the event: In case BII World LTD cancels an event, then client can choose any of the below mentioned options:

- (a) BII World LTD will refund full payment to the client within 15 business days.
- (b) Client can choose the credit option for 2 years, for more details please read term no-2 part (a)

5. Postponement of the event : In case BII World Ltd postpones the event to a new date, then client can choose any of the below mentioned options.

- (a) The client can attend the course on the postponed dates.
- (b) Client can choose the credit option for 2 years, for more details please read term no-2 part (a)

6. Client's identification information. By signing of this sales contract and these terms and conditions the client gives full right to BII World LTD to share the client's identification information, i.e. client's name, address, email addresses, phone numbers and names of representatives and website with other clients who participated in the same event. The client has the right to opt out of this clause by written notice to BII World LTD.

7. Governing law: This contract shall be governed by and construed in accordance with the laws of the Province of Alberta, Canada. Any disputes arising under or in connection with this registration form shall be settled before the competent court in Canada.

8. Indemnification: To the fullest extent permitted by the law, you agree to protect, indemnify, defend and hold harmless BII World LTD, its owners, managers, partners, subsidiaries, affiliates, officers, directors, employees and agents, from and against any and all claims, losses or damages to persons or property, governmental charges or fines, penalties, and costs (including reasonable attorney's fees) (collectively "the Claims"), in any way arising out of or relating to the event that is the subject of this contract, and regardless of negligence, included but not limited to, Claims arising out of the negligence, gross negligence or intentional misconduct of BII World LTD employees, agents, contractors, and attendees; provided, however, that nothing in this indemnification shall require you to indemnify BII World LTD Indemnified parties for that portion of any Claim arising out of the sole negligence, gross negligence or intentional misconduct of the BII World LTD parties.

9. Other currencies. In case that client requests payment in other than official currency (USD), BII World LTD reserves the right to apply 5% currency risk surcharge to the actual exchange rate.

10. Other Conditions: Any terms or conditions contained in the client's acceptance which contradict or are different from the terms and conditions of this registration document shall not become part of the contract unless individually negotiated with BII World LTD and expressly accepted by BII World LTD.