



# INTEGRATED ASSET MANAGEMENT

Leading Effective Maintenance Management & Reliability Engineering

Join our global industry expert & instructor:

John Doran, trainer, facilitator, and consultant in the asset management.



20 Hours Virtual Learning Experience

27 - 31 May 2024

09:00 - 13:30 EST (Eastern Standard Time)

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## COURSE OVERVIEW:

In Asset Intensive Undertakings, Public or Private Sector, the way assets are managed is fundamental to business, and service delivery success!

This training provides an overview of the evolution of Asset Management through time and how Maintenance Management, Reliability Engineering and Asset Management relate to each other from “Ad-Hoc” Maintenance through to addressing leading practice around how assets are managed in the modern world. This covers how the Asset Management System and an “Asset-Centric” approach guides the performance of Maintenance Management and Reliability Engineering, including elements such as Systems Engineering and Configuration Management, as well as integrating with the Financial Aspects of the business through creating a platform for ‘Informed Asset Decision Making’.

It provides guidance and direction relating to challenges faced in the modern world relating to asset ownership, operation, and how assets support the business performance. The training covers the difference between “Asset Management”, and “Managing Assets” and looks at “leading” international institutes’ recommended “applied practice” in mitigating potential unfavorable outcomes associated with asset related risk.

## LEARNING OBJECTIVES:

- Create an informed decision-making-platform on which Asset Investment resolution can be based.
- Understand case studies related to “Systems Modelling” and many more.
- Develop Long-Term Whole of Lifecycle Predictive Financial Modelling around Asset Performance.
- Identify the ISO5500# suite – “soft skill” elements to recognize the importance & influence asset management and business outcomes.





## BENEFITS OF ATTENDING:

For Employers:

1. Promotes alignment of Asset Management practices with Corporate Vision, Mission and Objectives.
2. More efficient service delivery processes through creating an understanding of leading contemporary international Asset Management practice.
3. Introduces to staff members the capability to maximise asset performance in meeting business imperatives.
4. Highlights inter-associations between Asset Management and all other Corporate Policies, Strategies, Frameworks, Procedures, and Guidelines.
5. Covers the ISO5500# suite of Asset Management System standards.
6. Addresses the concept of maximizing the Capital Intensity – Operational Performance balance and taking account of the total cost of asset ownership and the asset lifecycle contribution to the business.
7. Exposure to the criticality of creating a positive, innovative and productive corporate Asset Management culture, applied leadership and practice in leading successful Asset Management transformation, or change, within the organisation as well as how to achieve sustained improvement following cultural and Asset Management transformation initiatives.
8. Facilitates the opportunity to factor in possible future business specific factors as well as political, economic, social, technical, legal and environmental forecasts and thus provides a basis for more informed decision making.
9. The criticality of formulating a corporate culture promoting innovation, loyalty and high performance.
10. A staff base that understands asset management culture and leadership, and supports corporate culture.

## Provides Delegates Understanding and Guidance on:

1. The importance of aligning Asset Management practice with Corporate Vision, Mission and Objectives
2. How alignment of Asset Management practice with Corporate Vision, Mission and Objectives is achieved.
3. Leading contemporary international Asset Management practice and how this drives more effective and efficient service delivery processes.
4. The necessity for maximising asset performance in meeting business imperatives.
5. The ISO5500# suite of Asset Management System standards.
6. The concept of maximizing the Capital Intensity – Operational Performance balance and taking a total cost of asset ownership approach to the asset lifecycle contribution to the business.
7. Concepts protocols and practice in formulating and applying leading practice team leadership based on innovation, loyalty and high performance
8. Helping to make the most of the AM enablers such as people, data, systems, tools, and processes

Asset Management is defined in the International Infrastructure Management Manual (IIMM 2020) as the: 'Systematic and coordinated activities and practices of an organisation to optimally and sustainably deliver on its objectives through cost effective lifecycle management of assets'.

However, in practice integrating good asset management practice remains a challenge for many organisations.



# WHO WILL BENEFIT FROM ATTENDING:

## Departments and corresponding Designations:

- C-Suite
- CEOs
- CFOs
- COOs
- CIOs
- CTOs
- VPs
- Resourcing Executives
- Executive Directors

## Asset Management

- Asset Managers
- Asset Operations Managers
- Asset Planning Managers
- Asset Health Specialists
- Asset Maintenance Specialists
- Asset Services Managers
- Asset Management Consultants
- Principals in Asset Management

## Maintenance and Reliability

- Maintenance Managers
- Maintenance Superintendents
- Maintenance Planners
- Reliability Managers
- Reliability Engineers
- Industrial Engineers
- Maintenance Consultants

## Finance and Capital' Expenditure (CAPEX) decision makers

- Financial Committee (FINCOM) members
- Capital investment and 'Sustaining Capital' decision makers
- Controllers of Total Expenditure (TOTEX – a combination of CAPEX and OPEX)
- Finance Managers
- Cost Controllers
- Cost Estimation Managers
- Cost Accountants
- Management Accountants

## Operations

- Plant Managers
- Operations Managers
- Production Managers
- Project Managers
- Operation Excellence Managers

## Specialists

- Systems' Specialists
- Asset Configuration Specialists
- Productivity Specialists
- Turnaround Specialists
- Change Leaders





## Instructor: **John Doran**

... your **EXPERT TRAINER** for this course

John is a professionally Certified Mechanical Engineer also carrying post graduate qualifications in Leadership, Asset Management and Training and Assessment. He offers extensive experience in leading service delivery, operations and maintenance activities and optimizing asset contribution to business outcomes in large multi-faceted infrastructure and asset intensive businesses. Optimizing asset performance has always been a primary focus and he has been able to apply this in leading operations and asset management on multi-billion dollar projects.

John has led small specialized technical teams as well as large operational teams. He considers leadership as a critical operational and business success factor. His focus on optimizing asset contribution to levels of service is born out of experience and single-point accountability based on integrating asset performance with business drivers and facilitating informed decision making.

His work on asset whole-of-life performance resulted from being the “operator” and recipient of infrastructure, commissioned and handed over from the design and construct teams. This frequently resulted in what has been defined as “Value Leakage” and led him to deeper involvement in driving a more holistic approach to managing assets across all life cycle phases, based on total lifecycle performance and cost of ownership.

John has published professional papers on Leadership, Service Levels, Asset Management, Leading Successful Change and Outsourcing/Privatization of Public Sector Assets. His technical and leadership competence with many years of mentoring provides opportunity for imparting knowledge and capabilities to others.



# TESTIMONIALS

## “ TESTIMONIALS ”

*“Course was aligned to various international frameworks”*

– Asset Manager

*“Presenter was good, entertaining, articulate with good relevance to exam”*

– Lead Engineer

*“It was a good course seeing AM in application, the tools and working examples”*

– Asset Manager

*“Content and knowledge of ISO 55000 was very good”*

– Senior Reliability Engineer

*“The facilitator did a very good job at explaining how the standard fits into Asset Management and managing assets as a whole”*

– Maintenance Advisor

*“Listening to the experience of the attendees and the trainer was helpful”*

– Strategic Asset Performance Manager

*“Good materials provided to stimulate and improve knowledge & understanding of ISO 55000”*

– Team Leader Strategic Planning

*“The course was very relevant to my working environment”*

– Maintenance Specialist

*“The presenter made it enjoyable and worked at various levels. Great experience shared”*

– Business Development Manager

*“Trainer provided practical examples”*

– Strategic Asset Manager

*“I liked the course material, companion guide, landscape and framework provided”*

– Maintenance Manager

*“Case studies presentation were excellent”*

– Senior Reliability Engineer



# PRESENTATIONS:

## Day 1

### 09:00 - Pre-Course Intro – Delegate Expectation Briefing

#### Session 1: Understanding the Basics

- Relating Asset Management to Reliability Engineering and Maintenance Management
- The way we Manage Assets – importance to business performance
- The difference between “Managing Assets” and “Asset Management”
- The foundations of Asset Management and its relationship to Whole of Life-Cycle “asset performance”
- What is the Asset Life Cycle in the context of whole of life performance analyses
- What other aspect(s) of asset characteristics may have a bearing

#### Session 2: Introduction to the importance of adopting a Whole of Life- Cycle costing approach

##### Building the foundation:

- Developing common understanding and a (w)holistic approach to assets and commercial drivers in application of optimising whole of life performance
- How critical business drivers (Cost, Risk, Service Levels) may relate in asset intensive businesses?
- How important are the distinct lifecycle phases and the interfaces between them?
- Discussion around some practical synopses and how these can influence how AM may be viewed?
- Is there a ‘one best way’?

- AM philosophy as adapted to specific asset categories

##### Decision support:

- The underlying cost base and identifying business drivers in the asset lifecycle
- Asset Value Optimisation:
- Encompassing an introduction to Asset Performance Management (APM)

##### Balancing financial and asset outcomes:

- Achieve optimal lifecycle asset performance and business contribution

##### Decision-making around asset acquisition and capital investment

- The importance of acquiring the right assets, at the best time, off of an optimum decision-making base

#### Session 3: The evolution of Maintenance techniques to the current day practice of a broader approach to Managing Assets and Asset Management

- A closer look at the elements of RAMS
- Reliability and Maintenance Strategy

### Post-Session Q &A

13:30 – End of Day 1



# PRESENTATIONS:

## Day 2

09:00 – Review of Day 1

### Session 4: Expanding RAMS, + Asset Dependability and Integrity

- A closer look at the elements of RAMS
- Reliability and Maintenance Strategy
- Potential consequences of getting it wrong
- Asset failure and learnings, including case studies

### Session 5: Whole of Life-Cycle Cost Analysis

- Internationally acknowledged “leading practice” informs and drives this
- Predictive modelling techniques vis-à-vis asset “performance”
- Placing decision makers into a position of making “informed decisions”
- How important is Balancing Capital Efficiency with Optimising Operational Performance in your business?
- Scenario analysis
- Sharing group experiences in respect of incorporating a robust and constructive, yet consistent approach to evaluating and incorporating risk factors associated with various option scenarios?

### Session 6: Case Studies of Decision Optimisation Modelling – or “Optioneering”

- What drives asset effectiveness and efficiency; through the asset lifecycle, from cradle to grave
- In the decision-making process how effective is the capability to model differing scenarios and the value add through this process for the decision makers
- Is the required asset performance clearly defined and understood?
- What types of cost inputs factor into the decision-making process?
- Identifying mandatory and discretionary spend to distinguish value and non-value adding activities and costs for input into the decision process

### Post-Session Q &A

13:30 – End of Day 2





# PRESENTATIONS:

## Day 3

### 09:00 – Review of Day 2

#### Session 7: Outcomes of 8 Whole of Life-Cycle Optioneering Case Studies that Include Long-Term Costing of Maintenance:

- Fleet asset procurement on total cost of ownership
- Multi-billion-dollar water supply scheme (Middle-east)
- Long term spends forecasting – port infrastructure (Brownfields)
- Greenfields open ocean marine facility
- 2 x public use facilities
- Recycle Trucks – Replace vs Refurbish
- Business Case – Logistics

#### Session 8: Contribution and Costing of Maintenance Activities

- For the 8 Optioneering Case Studies covered the principles, protocols, methodology and workings will be covered in more detail. This will include the concept of creating a “cost assumptions” page to cover all potential inputs and how inputs that may be variable can be accommodated.
- Principles, Protocols and Practices in Future Maintenance Costing – this could include

differing definitions of maintenance costs and cost categories, methodology for costing of future maintenance through options such as Activity Based Costing, Cost Accounting, a Risk Based and prioritised approach to costing, Balanced Score Card, and Cost Management Accounting

- Monitoring and improving Maintenance Efficiencies – this could include considering reliability improvements first, costs second in reducing cost of maintenance through improving reliability, visible and invisible maintenance cost savings, hidden maintenance cost, benchmarking maintenance costs, cutting maintenance cost, deferred maintenance and “maintenance debt”, “the maintenance chain”, and “the delay factor”

### Post-Session Q &A

### 13:30 - End of Day 3



# PRESENTATIONS: :

## Day 4

09:00 – Review of Day 3

### Session 9: Leading for Success in a Technical World: “Soft Skills” for Hard Skills Areas and the Reasons this is so Important

The Reasons Leading Teams is so Important in Achieving Success!

- ISO5500# addresses “Soft Skills”
- Global trends regarding “Soft Skills” associated with Asset Management
- Engineers as leaders – “Engineering is logical, people are not”
- Leadership Precedes Productivity!

#### 1. The Organisational Environment or “Corporate Culture”

- What Is Organisational, or Corporate Culture?
- Leadership Culture
- Understanding the Importance of Corporate Culture
- Culture and Strategy
- Culture and Employee Engagement
- Culture and Motivation

### Session 10: Leading for Success in a Technical World: “Soft Skills” for Hard Skills Areas

#### 2. Leadership – the way to instilling excellent Corporate Culture

- Leading Within an Organisation “CULTURE” and Leading “CHANGE”
- Leadership in General - Overview
- Acknowledged Contemporary Leadership Styles
- Situational Leadership – Applying Best Leadership Styles for the Situation

- Managers and Leaders – Perspectives from International Analysts
- The Leadership Bridge
- Characteristics of people that inspire
- Great Leaders
- ‘Power’ – What Have Your Experiences Been in How People May Wield It?
- Cornerstone Conduct of Real Leaders
- The Four H’s Leadership Model Also Supports Servant Leadership

#### 2.1 Servant Leadership

- What Is Servant Leadership?
- The Foundations of SERVANT LEADERSHIP
- Potential Pros and Cons of Servant Leadership
- Other Concepts That Are Aligned With, and Support Servant Leadership

#### 2.2 Values Based Leadership

- Values Based Leadership
- Gurus of Values Based Leadership and Their Philosophies

#### 2.3 Conscious Leadership

#### 2.4 Principle and Ethics Centered Leadership, including elements of Meaning-Based Leadership and People-First Leadership

### Post-Session Q &A

13:30 - End of Day 4.



# PRESENTATIONS: :

## Day 5

### 09:00 – Review of Day 4

### Session 11: Leading for Success in a Technical World: “Soft Skills” for Hard Skills Areas

#### 3. Organisation Structure & Design

- Organizational Structure
- Global Research
- Accountability
- Organizational Design

#### 4. Competence Management

- Individual and Organisational Competence
- Competence Requirements
- Competence Management – What it is
- Key Components of a Competence Management Strategy
- Forming Coherent and Effective Teams Through Competence Management
- Competence Management – Organisational Drivers

### Session 12: Leading for Success in a Technical World: “Soft Skills” for Hard Skills Areas

#### 5. Managing Change Successfully

- Organisations Face Ongoing Change and Appropriate Action is Imperative

- Many Organisations Have Poor, Even Abysmal Records of Implementing Change
- Risk to Successful Change
- Resistance to Change
- Potential Outcomes of Promoting a Sycophantic Culture
- Failure to Engage the Body of the Enterprise
- Unrealistic Outcomes Expected
- Leading Successful Change
- The Change “Development Cycle”
- Change as a Journey - Tenets of Successful Change
- Summarising: Change as a Journey

#### 6. Engagement – Employee

- Culture and Engagement
- Global Research and Human Capital Trends
- Employee Engagement – What it is
- The Importance of Engagement
- Categories of Engagement
- Modern Day Employee Expectations
- Important Elements of Employee Engagement Break

### Post-Session Q &A (Day 1 – 5)

13:30 - End of Day 5 & Course.

#### Note:-

1. The abovementioned curricula is a guideline. It must be noted that ongoing research into emerging international trends, developments and advances in all of these topics may result in changes to both the content, the sequencing, and the timing reflected above. In addition, content may be added, or removed as the trainer may deem appropriate based on ongoing research.
2. Case Studies are integral with the training and will be incorporated at the most appropriate points during the training delivery



**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





