



# BII WORLD

Engage • Enlighten • Empower



## MASTERCLASS MAINTENANCE & RELIABILITY PRACTITIONERS

**19 - 23 August 2024**

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

**15:00 - 19:00 Greenwich Mean Time (GMT)**



**Online Virtual Classroom Training**



**18 Hours Live Interactive Sessions**

## TRAINER PROFILE



### MICHAEL EISENBISE

Reliability Process Implementation Specialist  
+ 40 Years Experience in Maintenance & Reliability

Michael Eisenbise has 43 years of maintenance technology and reliability experience.

Eisenbise 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 a registered Professional Engineer (PE) in Florida. Eisenbise holds a Bachelor's Degree in Engineering, a Master's Degree in Mechanical Engineering from Tennessee Technological University, and a Master's Degree in Maintenance and Reliability from Monash University in Australia.

Michael is a former Chairman of the Society for Maintenance and Reliability Professionals (SMRP), a past board member for SMRP Certifying Organization, SMRPCO, past Chairman of the Houston Chapter of the Society of Reliability Engineers, and past Regional Vice President for the Association of Facility Engineers – Region 9



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## COURSE DESCRIPTION

Companies today face increasing competition and decreasing margins in the global arena. A culture combined with visionary leadership, relentless pursuit of process and cost reduction done right are the ingredients required for survival and growth. 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



## CERTIFICATION

The Certified Maintenance & Reliability Professional (CMRP) program is the #1 leading credentialing program for certifying the knowledge, skills, and abilities of maintenance and reliability professionals worldwide.

The CMRP is accredited by the American National Standards Institute (ANSI), which follows globally recognized ISO standards for its accreditation and processes.

Earning this certification means earning a coveted credential recognized across all industries internationally.

To register for CMRP exam, click on the below link and follow the on screen instructions.

<https://smrp.org/CMRP-Registration>

To find the nearest authorised testing centers, click on the below link

<https://smrp.org/Certification/Test-Center-Search>



## LEARNING OBJECTIVES

- Improve attendees understanding of the best practices of Maintenance and Reliability centered around the SMRP's 5 pillars of excellence.
- Define Known Maintenance and Reliability Best Practices
- Develop and understand maintenance/reliability leading and lagging KPIs for an Organization
- Understand the Maintenance Planning and Scheduling Process
- Understand storeroom processes
- Develop a PM Procedure
- Utilize ISO standards to define the following for specific assets:
  - Equipment hierarchy
  - Equipment boundaries
  - Failure mechanisms
  - Failure causes
  - Detection method
  - Maintenance activity
- Learn what works and what does not work in regard to improving equipment reliability





# TRAINING METHODOLOGY

1. Real Time Online Delivery
2. 18 hours of Live Interactive Sessions
3. Assessments
4. Learning Kit

Each delegate will receive the following handout material in an electronic format.

- White paper which describes how to provide criticality ratings to assets and avoid the common mistake of applying risk ratings to assets.
- Discussion of the six failure curves
- Sample document on how to publicize short term wins in order to garner support for a maintenance and reliability program.
- All hyperlinks in slides.
- CMRP Candidate Guide for Certification
- Sample CMRP test, in MS Word format, along with answers.
- White paper explaining Mean Time Between Failures (MTBF) and the pitfalls of using MTBF.
- Noland and Heaps Reliability Centered Maintenance Document published in December 1978. Document utilized to launch RCM. Rare typed document, that has been scanned.
- Phases of a lubrication program
- Presentation, to include notes page. Most information presented is included in notes.
- Reliability Block Diagram (RBD) document describing RBD calculations.
- Reliability Engineering Skills MS XL document that describes the majority of Reliability Engineering skills and skill levels. Can be used to develop job descriptions, etc.
- Weibull data in MS XL can be used by delegates to practice Weibull graphing.
- Complete information on the sample graphs included in presentation
- Weibull graph paper to be used to practice Weibull plotting.
- Article on Barringer Production Reliability



## WHO SHOULD ATTEND?

- Maintenance Managers
- Maintenance Superintendents
- Maintenance Engineers
- Maintenance Planners
- Reliability Engineers
- Plant Managers
- Engineering Managers
- Manufacturing Managers
- Production Managers
- Operations Managers
- Asset Managers





<b>BREAK DOWN DAY TIMING</b>	
Session 1	60 Minutes
1st break	10 Minutes
Session 2	60 Minutes
2nd break	10 Minutes
Session 3	60 Minutes
3rd break	10 Minutes
Continuation of Session 3	30 Minutes



## **SUGGESTED READING MATERIALS FOR CMRP EXAM:**

- Maintenance & Reliability Best Practices  
by Ramesh Gulatti
- Making Common Sense Common Practice  
by Ron Moore
- Reliability Centered Maintenance  
by John Moubray





# DAY 1

- 1.1. Course Overview
- 1.2. Introduction of Speaker
- 1.3. Overview of files provided to delegates,
- 1.4. Certified Maintenance and Reliability Professional (CMRP) sample test
- 1.5. Introductions of Delegates
- 1.6. What would the delegates like to get out of this course?
- 1.7. Module 1 – Body of Knowledge (BOK) Pillar 1 Business & Management.
  - 1.7.1. Create strategic direction and plan
  - 1.7.2. Administer strategic plan
  - 1.7.3. Measure performance
  - 1.7.4. Managing organizational plan
  - 1.7.5. Communicate with stake holders
  - 1.7.6. Manage environmental –health-safety risk

# DAY 2

- 1.2.1. Module 2- BoK Pillar 2 Manufacturing process reliability
  - 2.1.1. Understanding the applicable processes
  - 2.1.2. Apply process improvement techniques
  - 2.1.3. Manage effects of change to processes and equipment
  - 2.1.4. Maintain processes in accordance with applicable standards and regulations

# DAY 3

- 3.1. Module 3 -BoK Pillar 3 Equipment Reliability
  - 3.1.1. Determine equipment reliability expectations
  - 3.1.2. Evaluate equipment reliability and identify improvement opportunities



# DAY 4

## • 4.1. Module 3-BoK Pillar 3 Equipment Reliability - Continued

- 4.1.1. Establish a strategic plan to assure reliability of existing equipment
- 4.1.2. Establish a strategic plan to assure reliability of new equipment
- 4.1.3. Cost-justify selected plans for implementation
- 4.1.4. Implement selected plans to assure equipment reliability
- 4.1.5. Review reliability of equipment and adjust reliability

## 4.2. Module 4- BoK Pillar 4 Organization & Leadership

- 4.2.1. Determine organizational requirements
- 4.2.2. Analyze organizational capability
- 4.2.3. Develop the organization structure
- 4.2.4. Develop personnel
- 4.2.5. Lead and manage people
- 4.2.6. Determining organizational requirements

## 4.3. Module 5- BoK Pillar 5 Work Management

- 4.3.1. Identify, validate, and approve work
- 4.3.2. Prioritize work
- 4.3.3. Plan work
- 4.3.4. Schedule work
- 4.3.5. Execute work
- 4.3.6. Document work
- 4.3.7. Analyze work and follow-up
- 4.3.8. Measure work management performance

# DAY 5

## 5.1. Module 5- BoK Pillar 5 Work Management - Continued

- 5.1.1. Plan and execute projects
- 5.1.2. Use information technologies effectively
- 5.1.3. Manage resources and materials

## 5.2. Module 6- Other maintenance and reliability topics

- 5.2.1. Maintenance metrics and formulas
- 5.2.2. Maintenance and reliability definitions
- 5.2.3. Reliability in Design
- 5.2.4. Effective teams
- 5.2.5. Total productive maintenance – TPM
- 5.2.6. Crow-AMSAA Reliability Growth
- 5.2.7. Weibull Analysis/Distribution
- 5.2.8. Condition monitoring techniques
- 5.2.9. 7 Habits of Highly effective People



# FAQs

## **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 Planning Scheduling & Control

Facilitator : **Dave Dyer**  
Date : **16 - 20 September 2024**  
Timings : **10:00 to 14:45 Eastern Standard Time (EST)**  
**15:00 to 19:45 Greenwich Mean Time (GMT)**



This online 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

[CLICK HERE](#) To access this course agenda.

## SAP Maintenance

Facilitator : **Greg Olynyk**  
Date : **07 - 10 October 2024**  
Timings : **09:00 to 13:00 Eastern Standard Time (EST)**  
**13:00 to 17:00 Greenwich Mean Time (GMT)**



This 4 Day online course provides an overview of SAP Asset Management, Master Data Management, and Plant Maintenance. You will learn about asset structures and review common transactions that are essential to Plant Maintenance. By the end of this course, you will be able to perform preventative and corrective maintenance, manage master data as well as transactional data such as notifications and work orders.

Greg Olynyk is a senior SAP consultant and educator, with more than a 30+ years' experience in software course design and instruction. Since 2003, he has specialized in SAP PM and Document Management in regards to instructional design and delivery, master data creation and cleansing, preventative maintenance planning and SAP PM & DMS configuration. He has also performed SAP wellness assessments and recommendations as the Plant Maintenance lead for various companies.

[CLICK HERE](#) To access this course agenda.

## Masterclass Maintenance & Reliability Practitioners

Facilitator : **Michael Eisenbise**  
Date : **19 - 23 August 2024**  
Timings : **10:00 - 14:00 Eastern Standard Time (EST)**  
**14:00 - 18:00 Greenwich Mean Time (GMT)**



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 online 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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# UPCOMING COURSES 2024

## Total Productive Maintenance (TPM)



Facilitator : **Ramesh Gulati**  
Date : **12 -16 August 2024**  
Timings : **08:00 - 12:00 Eastern Standard Time (EST)**  
**12:00 - 16:00 Greenwich Mean Time (GMT)**

The 4 Day Online training sessions will have topics, including the operation and production role, which serves as the first line of defense against failures. It will also explore maintenance best practices, workplace design - 5 S principles, performance metrics such as OEE/TEEP, analysis tools, team and change management, quality control, and safety.

Our expert trainer Ramesh Gulati, PE, CRE, CRL, CAMA, CMRP, CMRT, has been in the maintenance and reliability and asset management field for more than 50 years. Broad background in operations analysis, performance measurement – metrics, plant reliability & maintenance process improvement tools/techniques – CBM/PdM, TPM, RCM etc., and implementation of asset management systems (ISO Certified).

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## HR Transformation: The Potential of Analytics



Facilitator : **Fermin Diez**  
Date: **26 - 28 August, 2024**  
Timings : **09:00 - 14:00 Eastern Standard Time (EST)**  
**13:00 - 17:00 Greenwich Mean Time (GMT)**

Dr. Fermin Diez, experienced human resources leader with more than 30 years; includes consulting, corporate and academic roles in 40 countries across continents. He is a frequent speaker at regional and global fora on topics related to Compensation, strategic HR, talent management and development, career planning, mergers and acquisitions from an HR perspective, building teams, global HR, education, public sector HR practices and HR Analytics.

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## Masterclass Maintenance & Reliability Practitioners



Facilitator : **Michael Eisenbise**  
**In-Person Training**

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[CLICK HERE](#)  
Date : **26-28 August, 2024**  
Location : **Houston, Texas, USA**

To access these course agendas

[CLICK HERE](#)  
Date : **04-06 Nov, 2024**  
Location : **Edmonton, Canada**

[CLICK HERE](#)  
Date : **25-27 Sep, 2024**  
Location : **Tampa, Florida, USA**

To access these course agendas

[CLICK HERE](#)  
Date : **13-15 Nov, 2024**  
Location : **Sacramento, USA**

## MRO Storeroom Best Practices

Facilitator : **Andy Gager**

Date : **23 - 25 October 2024**

Timings : **10:00 - 15:00 Eastern Standard Time (EST)**

**15:00 - 20:00 Greenwich Meant Time (GMT)**



MRO Storeroom Management is a 3-day online training course designed to assist MRO Storeroom Operations with achieving maximum efficiency and effectiveness. Attendees will learn new methods and techniques to gain an understanding of best practices for well-organized Materials Management and will benefit from our interactive and adult learning techniques, while also receiving a firsthand understanding at developing a world class storeroom operation. Regardless of your level of expertise, this course will provide you with the framework and tools to develop and deploy a best-in-class MRO Program and take full advantage of the best practices and strengths of your organization.

Andy Gager the facilitator of this course is 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.

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## Maintenance Best Practices for Leadership & Supervision

Facilitator : **Andy Gager**

Date : **18 -22 November 2024**

Timings : **10:00 - 15:00 Eastern Standard Time (EST)**

**15:00 - 20:00 Greenwich Mean Time (GMT)**



Join this 5-Day Online Course to 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.

Andy Gager the facilitator of this course is 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. He has worked extensively in the manufacturing, oil & gas, food & beverage, facility management, power gen, pharma, and transportation industries.

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

**Event Code: OL TE 92**

## Delegate Details

- Name: Mr/Mrs/ Ms .....  
.....  
Job Title: .....  
Email: .....
- Name: Mr/Mrs/ Ms .....  
.....  
Job Title: .....  
Email: .....
- 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 on the front)   
 (3-digit code on the back)

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**

**(Delegate fee does not include CMRP Exam fee)**

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

### TERMS & CONDITIONS:

- 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.
- 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.
- 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.
- 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)

- 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)
- 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.
- 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.
- 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.
- 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.
- 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.