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Maintenance process and associated indicators

Táto norma obsahuje anglickú verziu európskej normy.
This standard includes the English version of the European Standard.

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EUROPEAN STANDARD
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English Version

Maintenance process and associated indicators

Processus maintenance et indicateurs associés

Instandhaltungsprozess und verbundene
Leistungskennzahlen

This European Standard was approved by CEN on 14 August 2017.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

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European foreword

This document (EN 17007:2017) has been prepared by Technical Committee CEN/TC 319 "Maintenance", the secretariat of which is held by UNI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by April 2018 and conflicting national standards shall be withdrawn at the latest by April 2018.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

Introduction

According to EN ISO 9001, maintenance is a process since it consists of organized, coordinated tasks using resources and performed by various stakeholders to obtain a given result.

Terminology standard EN 13306 defines it as the “combination of all technical, administrative and managerial actions during the life cycle of an item intended to retain it in, or restore it to, a state in which it can perform the required function.”

It seemed appropriate to formalize the maintenance process through a breakdown into processes that provides the following advantages:

- it makes it possible to clearly indicate the activities to be carried out with a relevant level of detail;
- it indicates the inputs/outputs of each sub-process and defines all the links that join them together and allow the realization of the overall process;
- it provides the ability to define indicators for measuring the realization of each process and monitoring its effectiveness.

The aim of this document is to allow an understanding of the actions and interactions between maintenance processes. It provides maintenance managers with a management tool by giving them a way to compare their organization to the generic representation described and to detect insufficient actions, unassigned responsibilities and/or poorly established links. It gives information to define indicators, dedicated to specific processes, allowing the creation of scorecards that are appropriate for monitoring activities and measuring performance.

1 Scope

This European Standard provides a generic description of the maintenance process. It specifies the characteristics of all the processes, parts of maintenance process, and establishes a maintenance model to give guidelines for defining indicators.

This European Standard is applicable to all organizations (company, institution, agency, etc.) in charge of maintaining physical assets. Therefore, it has been established without a particular organization in mind and does not aim to propose one. This description could be adapted based on the type and size of organization chosen to perform the maintenance, the complexity of the systems maintained and the scope of the external contracted services.

The purpose of the breakdown into processes and the representation of their inter-relationships¹⁾ is to help maintenance personnel, and particularly management at different levels, to:

- clearly identify the actions to be taken in order to meet the overall objectives set by Management in terms of maintenance;
- delegate responsibilities that ensure the realization of the actions with the required performance levels;
- for each process, clearly determine:
 - a) the necessary inputs and their origin;
 - b) the required results and their intended uses;
- monitor and quantitatively assess the performance obtained at various levels of the breakdown into processes;
- improve the collection and the distribution of data.

This standard does not cover software maintenance itself, but applies to items containing software.

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 13306, *Maintenance - Maintenance terminology*

koniec náhľadu – text ďalej pokračuje v platenej verzii STN

1) Relationships between several elements or members of the same unit or group.