# Strategic Leadership for Maintenance and Reliability Training Course



21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #INM5739_112173

## Course Introduction / Overview:

This intensive training course is designed to transform maintenance supervisors and team leaders into strategic pillars of operational excellence. In today's competitive landscape, the role of a maintenance leader extends far beyond managing daily repairs; it involves driving reliability, optimizing asset management, and fostering a culture of continuous improvement. This program delves into the core competencies required to lead high-performance maintenance teams effectively. Drawing upon principles discussed by experts like John Moubray in his seminal work "Reliability-centered Maintenance," the course bridges the gap between technical expertise and influential leadership. Participants will explore proactive maintenance strategies, master the art of maintenance planning and scheduling, and develop the financial acumen necessary for effective budget management. BIG BEN Training Center has structured this course to provide a comprehensive toolkit, enabling leaders to reduce downtime, enhance equipment reliability, and align maintenance objectives with broader organizational goals, ultimately contributing to a safer and more profitable operation. This journey is about shifting from a reactive "fix-it" mindset to a proactive, data-driven approach that champions long-term asset health and performance.

## Target Audience / This training course is suitable for:

- Maintenance Supervisors.
- Maintenance Team Leaders.
- Lead Technicians aspiring to leadership roles.
- Reliability Engineers.
- Maintenance Planners and Schedulers.
- Operations Managers with maintenance oversight.
- Facilities and Plant Managers.
- Engineering Supervisors.
- First-line Maintenance Managers.

## Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Oil and Gas Operations.
- Power Generation and Utilities.
- Pharmaceuticals and Chemical Processing.
- Mining and Heavy Industry.
- Facilities Management and Commercial Real Estate.
- Transportation and Logistics.
- Food and Beverage Production.
- Governmental and Public Sector Operations.

## Target Organizations Departments:

- Maintenance and Engineering Departments.
- Operations and Production Departments.
- Facilities Management Departments.
- Asset Management and Reliability Departments.
- Health, Safety, and Environment (HSE) Departments.
- Quality Assurance and Control Departments.
- Procurement and Supply Chain Departments.

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop a robust leadership style tailored for a technical maintenance environment.
- Implement proactive maintenance strategies like preventive and predictive maintenance.
- Master effective maintenance planning, scheduling, and work order management.
- Motivate and lead a high-performance maintenance team to achieve departmental goals.
- Apply root cause analysis (RCA) to solve complex equipment failures.
- Manage maintenance budgets and control MRO (Maintenance, Repair, and Operations) inventory effectively.
- Foster a strong safety culture within the maintenance department.
- Utilize key performance indicators (KPIs) to measure and improve maintenance performance.
- Enhance communication and conflict resolution skills for managing technical teams.
- Drive continuous improvement initiatives using lean maintenance principles.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application, moving beyond traditional lecture-based learning. This course employs a blended approach, integrating interactive presentations with real-world case studies that reflect common challenges in maintenance operations. Participants will engage in group discussions and workshops to analyze scenarios related to work order prioritization, backlog management, and resource allocation. Role-playing exercises will be utilized to hone communication, conflict resolution, and performance feedback skills in a controlled environment. The curriculum emphasizes a hands-on approach, where attendees will work on developing maintenance plans and creating KPI dashboards. Our expert instructors facilitate a collaborative learning atmosphere, encouraging participants to share their experiences and learn from their peers across various industries. This immersive methodology ensures that leaders not only grasp the theoretical concepts of maintenance leadership and reliability but also leave with the confidence and practical skills to implement these strategies immediately within their own teams and organizations.

## Course Agenda (Course Units):

### Unit One The Foundations of Modern Maintenance Leadership

- The transition from technician to leader.
- Understanding different leadership styles and their application in maintenance.
- Key responsibilities of a maintenance supervisor and team leader.
- Establishing credibility and authority with a technical team.
- Emotional intelligence for effective team management.
- Aligning maintenance goals with overall business objectives.
- Introduction to asset management and reliability principles.

### Unit Two Proactive Maintenance and Reliability Strategies

- Moving from a reactive to a proactive maintenance culture.
- Fundamentals of Preventive Maintenance (PM) optimization.
- Introduction to Predictive Maintenance (PdM) technologies.
- Concepts of Reliability-Centered Maintenance (RCM).
- Developing and implementing a proactive maintenance plan.
- Understanding Overall Equipment Effectiveness (OEE).
- Using data to make informed maintenance decisions.

### Unit Three Leading and Developing High-Performance Teams

- Effective communication strategies for maintenance teams.
- Motivation techniques for technical personnel.
- Delegating tasks and empowering team members.
- Conducting effective performance reviews and providing constructive feedback.
- Conflict resolution within the maintenance department.
- Coaching and mentoring future maintenance leaders.
- Building a collaborative and accountable team culture.

## Unit Four Maintenance Planning, Scheduling, and Control

- The principles of effective maintenance planning and scheduling.
- Mastering work order management from creation to closeout.
- Prioritizing maintenance tasks and managing backlogs.
- Introduction to Computerized Maintenance Management Systems (CMMS).
- Managing MRO spare parts and inventory control.
- Developing and managing the maintenance budget.
- Key Performance Indicators (KPIs) for maintenance excellence.

## Unit Five Driving Safety, Quality, and Continuous Improvement

- Fostering a world-class safety culture in maintenance operations.
- Conducting effective toolbox talks and safety meetings.
- Introduction to Root Cause Analysis (RCA) methodologies.
- Applying lean principles and 5S to maintenance activities.
- Leading change and continuous improvement initiatives.
- Managing contractors and external service providers.
- Preparing your team for the future of maintenance (IoT, AI, Digitalization).

# FAQ:

### Qualifications required for registering to this course?

There are no requirements.

### How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can a maintenance leader balance the immediate pressure for equipment uptime with the long-term strategic investment required for a proactive reliability culture?

## What unique qualities does this course offer compared to other courses?

This course distinguishes itself by holistically integrating modern reliability principles with core leadership competencies, a combination often missing in standard supervisory training. While other programs may focus solely on management skills or technical maintenance tasks, this curriculum is built on the philosophy that a modern maintenance leader must be a strategic driver of asset performance. We move beyond the basics of work order management to explore the strategic implementation of Reliability-Centered Maintenance (RCM) and data-driven decision-making, empowering leaders to justify and champion proactive initiatives. The content is uniquely tailored to address the specific challenges of a technical environment, such as motivating skilled technicians and managing the transition from a hands-on role to a leadership position. By focusing on practical application through industry-specific case studies and interactive problem-solving sessions, the course ensures that participants learn not just the "what" but the "why" and "how" of creating a culture of continuous improvement and operational excellence, making them invaluable assets to their organizations.