Advanced Maintenance Auditing and Benchmarking Training Course

23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #INM8288_112334

Course Introduction / Overview:

In today's highly competitive industrial landscape, achieving operational excellence is not just an advantage but a necessity. Maintenance and asset management have evolved from a reactive necessity to a strategic function that directly impacts profitability, safety, and reliability. This intensive training course provides a comprehensive framework for evaluating and enhancing maintenance performance through the powerful, synergistic techniques of auditing and benchmarking. Drawing on principles articulated by experts like John Moubray in his seminal work "Reliability-centered Maintenance", this program moves beyond theoretical concepts to offer practical, actionable strategies. Participants will learn how to conduct systematic maintenance audits to identify strengths and weaknesses within their current processes, from work order management to spare parts inventory. Simultaneously, they will master benchmarking methodologies to compare their performance against industry best practices and top performers, setting realistic yet ambitious targets for improvement. BIG BEN Training Center has designed this course to empower professionals to transform their maintenance departments into value-adding centers that drive sustainable continuous improvement and support overall business objectives.

Target Audience / This training course is suitable for:

- Maintenance Managers and Supervisors.
- Reliability Engineers and Technicians.
- Operations and Production Managers.
- Plant and Facility Managers.
- Asset Management Professionals.
- Continuous Improvement and Lean Specialists.
- Internal Auditors and Quality Assurance Personnel.
- Engineering Team Leaders.
- Planners and Schedulers.

Target Sectors and Industries:

- Manufacturing and Production.
- Oil and Gas.
- Power Generation and Utilities.
- Pharmaceuticals and Chemicals.
- Mining and Metals.
- Transportation and Logistics.
- Facilities Management and Real Estate.
- Food and Beverage Processing.
- Governmental and Public Sector Operations.

Target Organizations Departments:

- Maintenance and Engineering.
- Operations and Production.
- Asset Management.
- Quality Assurance and Control.
- Internal Audit.
- Health, Safety, and Environment (HSE).
- Procurement and Supply Chain.
- Continuous Improvement and Operational Excellence.
- Finance and Cost Control.

Course Offerings:

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

- Develop a structured framework for conducting comprehensive maintenance audits.
- Identify and analyze key maintenance performance indicators (KPIs).
- Apply various benchmarking techniques to assess and compare performance.
- Utilize audit findings to perform effective gap analysis.
- Master root cause analysis to address underlying maintenance issues.
- Create data-driven action plans for continuous improvement.
- Communicate audit results and recommendations effectively to stakeholders.
- Align maintenance strategies with organizational goals and asset management standards like ISO 55000.
- Optimize maintenance costs while improving asset reliability and availability.
- Foster a culture of proactive maintenance and continuous improvement within their teams.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply the learned concepts in their workplace. This course moves beyond traditional lectures by integrating a blended learning approach. Mornings will often be dedicated to introducing core concepts, frameworks, and theoretical knowledge, while afternoons will focus on application and reinforcement through hands-on exercises and collaborative activities. Participants will work on real-world case studies, analyzing maintenance scenarios to conduct mock audits and benchmarking comparisons. Group discussions and brainstorming sessions will be facilitated to encourage the sharing of experiences and diverse perspectives from various industries. Interactive workshops will guide attendees through the process of developing KPIs, creating audit checklists, and formulating improvement plans. The instructor will provide continuous feedback and expert guidance, ensuring a deep understanding of the material. This experiential learning environment is structured to build not only knowledge but also the confidence to implement effective maintenance auditing and benchmarking programs.

Course Agenda (Course Units):

Unit One: Fundamentals of Maintenance Auditing and Strategy

- The strategic role of maintenance in modern organizations.
- Understanding the difference between an audit, an assessment, and a review.
- Types of maintenance audits (compliance, performance, strategic).
- Key components of a world-class maintenance system.
- Introduction to asset management standards (e.g., ISO 55000).
- Defining the scope and objectives of a maintenance audit.
- The relationship between maintenance auditing and continuous improvement.

Unit Two: The Maintenance Audit Process

- Planning and preparing for the maintenance audit.
- Developing comprehensive audit checklists and protocols.
- Data collection techniques: interviews, observations, and documentation review.
- Analyzing CMMS/EAM data for performance insights.
- Evaluating work management processes from identification to completion.
- Assessing MRO storeroom and inventory management practices.
- Auditing preventive and predictive maintenance program effectiveness.

Unit Three: Benchmarking for Maintenance Excellence

- Introduction to benchmarking principles and methodologies.
- Types of benchmarking: internal, competitive, and functional.
- Identifying critical key performance indicators (KPIs) for maintenance.
- Understanding metrics like OEE, MTBF, MTTR, and maintenance cost per asset value.
- Sources for benchmarking data and industry standards.
- Conducting a benchmarking study step-by-step.
- Using benchmarking results to identify performance gaps and set realistic targets.

Unit Four: Analysis, Reporting, and Corrective Actions

- Analyzing and interpreting audit findings and benchmarking data.
- Applying root cause analysis (RCA) techniques to identify systemic issues.
- Developing effective corrective and preventive action (CAPA) plans.
- Structuring a compelling and actionable audit report.
- Presenting findings and recommendations to senior management.
- Creating a business case for maintenance improvement initiatives.
- Prioritizing improvement projects based on impact and feasibility.

Unit Five: Sustaining Continuous Improvement

- Integrating auditing and benchmarking into a continuous improvement cycle.
- Developing a long-term strategic maintenance plan.
- Change management principles for implementing new processes.
- Training and empowering staff to support improvement initiatives.
- Establishing a framework for regular performance reviews and follow-up audits.
- Leveraging technology to support auditing and performance tracking.
- Case study: Building a culture of maintenance excellence from audit to execution.

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 an organization effectively balance the objectivity of external benchmarking with the contextual nuances revealed through internal maintenance audits to create a truly tailored improvement strategy?

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

This course distinguishes itself by offering a holistic and integrated approach to maintenance improvement, rather than treating auditing and benchmarking as separate, isolated disciplines. We emphasize the powerful synergy between looking inward through rigorous audits and looking outward through strategic benchmarking. While other programs may focus heavily on the "what" – the metrics and standards – this course dedicates significant time to the "how" and "why". It provides a practical roadmap for translating complex data from both audits and benchmarks into actionable, data-driven improvement plans. The curriculum is built around real-world case studies and hands-on workshops, moving beyond theory to build tangible skills. Furthermore, the course places a strong emphasis on the human element of change, equipping participants with the communication and change management strategies needed to gain buy-in from stakeholders and foster a sustainable culture of continuous improvement. It is not just about finding problems; it is about empowering leaders to build lasting solutions and transform their maintenance function into a strategic competitive advantage.