



# Higher Ground

Move Your Maintenance Performance  
to the Next Level for Operational Excellence

High Performance Asset Management and Reliability Forum

April 3-6, 2007      Sheraton Waikiki      Honolulu, Hawaii

[www.maintenanceconference.com](http://www.maintenanceconference.com)

featuring the

Reliability  
Centered **2007**  
Maintenance  
Managers' Forum

Enterprise  
& Asset **2007**  
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**JIPM** 社団法人 日本プラントメンテナンス協会  
Japan Institute of Plant Maintenance

Dear Maintenance and Reliability Professional,

We hope you will consider making the trip to join us at one of the most important reliability events of the year at RCM-2007 and EAM-2007 in Honolulu, Hawaii.

This event brings a global community of leaders, subject matter experts, asset managers and reliability professionals for an unmatched information exchange and learning experience. Whether your plant is located in North America, South America, Africa, India, the Middle East, Africa, Asia, Australia or New Zealand, you will find new strategies, techniques and tools to align maintenance and reliability efforts with operational excellence to enhance company profits.

Reliabilityweb.com is a global community of over 55,000 maintenance and reliability professionals, half of which are outside of North America. We have developed a reputation for delivering high value events where you are the priority. The Reliabilityweb.com network mission is to deliver value through information to the maintenance and reliability community. Over 90% of past event participants report using knowledge gained to improve maintenance and reliability at their organizations.

We know you have event choices like software user groups, association events and other conferences. We are so sure you will find value in the time and energy you invest in our event that we offer a 100% satisfaction guarantee. If for any reason RCM-2007/EAM-2007 fails to meet your expectation, simply request a refund. No other event stands behind you like that!

Step into a world that is all about you – the maintenance and reliability professional and let us create the most productive 4 days in a “community of learning” with maintenance and reliability leaders from around the world.

See you in Hawaii,  
Terrence O’Hanlon, CMRP  
Publisher  
Reliabilityweb.com  
Uptime Magazine



# East Meets West for Operational Excellence

## A Global Enterprise Asset and Reliability Management Exchange

Proven Asset Management and Reliability Strategies, Techniques and Technologies brought together in a focused learning environment . Two events - one time and one location.

### RCM-2007

Designed for people who are considering or practicing Reliability Centered Maintenance programs

### EAM-2007

Designed for people involved in implementing or managing physical asset information (CMMS/EAM) including maintenance management for companies and enterprises



A wide selection of workshops, short courses and learning zone sessions ensures a full agenda of world class training for beginners as well as advanced maintenance and reliability professionals. If you're looking for practical solutions to everyday problems, new ideas to optimize asset performance or the latest in equipment or services, opportunities abound at this powerful event. Don't miss your opportunity to attend the full day session of the Manufacturing Game and the full day Reliability Game - two realistic simulations that quickly and clearly identify the consequences of real life decisions made and the effects they have on plant performance. You'll meet leading solution providers, service companies and software vendors in the RCM/EAM Expo. You can also register to take the CMRP Certification Exam offered by the Society of Maintenance & Reliability Professionals.

Hear the industry's most important leaders including:

#### Ian Barnard

Senior Risk Management Engineer for  
American International Group (AIG)

#### Anthony "Mac" Smith

Author, *RCM – Gateway to World Class Maintenance*

#### Daryl Mather

Author, *The Maintenance Scorecard and CMMS – Template for Effective Implementation*

#### Ricky Smith

Author, *Lean Maintenance*

#### Robert Latino

Author, *Root Cause Analysis*

#### Joel Levitt

Author, *Planning Scheduling and Coordinating Maintenance and Managing Factory Maintenance*

#### Remco Jonker

Author, *Value Driven Maintenance*

#### Dr. Jay Lee

Founder and Director of Center for  
Intelligent Maintenance Systems

Learn from top experts how to develop and build high performance operational excellence through enterprise asset management and reliability centered maintenance.

### RELIABILITY STRATEGIES

- Reliability Centered Maintenance
- PM Optimization
- Value Driven Maintenance
- Enterprise Asset Management

### ASSET MANAGEMENT INNOVATION

- Enterprise Analytics
- Asset Management from an Insurance Perspective
- Zero Breakdown Strategy

### EFFECTIVE EXECUTION

- Failure Modes
- Data Collection
- Implementation
- Planning & Scheduling
- Key Performance Indicators

### TEAM SIMULATIONS

- The Reliability Game
- The Manufacturing® Game

### PROBLEM SOLVING

- Human Error Reduction
- Root Cause Analysis
- Reliability Incident Management
- Cause Mapping

### INFORMATION MANAGEMENT SYSTEMS

- SAP Plant Maintenance
- Datastream 7i AND MP2
- MRO Maximo
- Meridium RCMO
- Ivara EXP

# Case Studies

Hear case studies how leading companies are achieving operational excellence with reliability and enterprise asset management including:

Agrium Cargill

Holcim Chevron

Nucor Steel AGY

USS POSCO Lone Star Steel

Ternium Centro Bavaria Brewery

Koch Mineral Service US Postal Service

Barrick Goldstrike Catalyst Paper

Newmont Mining US Army

US Air Force US Navy

DuPont WCI Steel

Century Aluminum

Pearl Harbor Naval Shipyard

East Bay Municipal Utility

Arnold Engineering Development Center

# What's Included

The Four Day RCM-2007/EAM-2007 Conference and Expo Pass is your ticket to an incredible learning experience. Your journey will begin with your choice of 18 half day workshops delivered over two days, followed by two more days of sessions packed with over 30 real world case studies by seasoned maintenance and reliability professionals. Your learning experience is further enhanced with the following:

- The Manufacturing Game®
- RCM-2007/EAM-2007 Welcome Reception
- RCM-2007/EAM-2007 Proceedings CD ROM
- Bonus CD ROMs
- Conference Program Guide
- RCM Scorecard Instructions and Worksheet
- EAM Best Practices Benchmarking Report
- Entry in Alienware and iPod giveaway drawing
- MaintenanceForums.com discussion group membership
- The Reliability Game™
- Expo Hall Pass
- Expo Refreshments & Snacks
- Daily Breakfasts
- Daily Lunches
- Access to Internet Café
- Maintenance Conference Tote Bag
- Original Nowlan and Heap RCM Report

Three Day RCM-2007/EAM-2007 Conference Pass same as above without the first day (April 3) of Workshops

# Location

Of all Waikiki Beach oceanfront hotels, one towers above the rest... the Sheraton Waikiki Hotel and Resort is a modern monument to traditional Hawaiian hospitality. This Oahu hotel is perfect for families seeking Hawaii activities, couples in search of romance, or weary travelers seeking a rejuvenating escape. The Sheraton Waikiki Hotel and Resort is your gateway to Hawaii's favorite playground, Waikiki Beach.



Reliabilityweb.com has arranged a special rate of \$185 per night. Be sure and use discount code: RCM-2007 or EAM-2007 to get this special rate before **February 15, 2007!**

See website for further details for family fun and tours.



Sheraton Waikiki Hotel and Resort  
Waikiki Beach, Oahu  
2255 Kalakaua Avenue  
Honolulu, Hawaii 96815  
Phone: 808-921-4611



# 3 Fantastic RCM-2007 and EAM-2007 Keynotes

## Engineering Asset Management: An Insurance Perspective

Ian Barnard Senior Risk Management Engineer, American International Group (AIG)

The management of large engineering assets and infrastructure is a key issue for insurance companies. Many asset owners and corporations insure not only the capital cost of the assets, but also the revenues and profits derived from these assets. When insurance cover is sought and provided in this scenario, the insurance company has a vital financial interest in the management of the assets. This keynote presentation addresses the way in which insurance companies view current asset management practices and also looks at the impact emerging asset management technologies have on the risk evaluation of assets by the insurance market.

## Beyond RCM - Breaking with tradition!

Daryl Mather, Specialist in Asset Management, Reliability and Risk Management  
Author of the new book, *The Maintenance Scorecard*

Stephen Covey has said "every breakthrough is a break with". This is particularly true where Reliability Centered Maintenance is concerned. Every step of the way we are seeing a "break with" traditional ways of thinking about how assets should be managed. From the early days where we were challenging traditional views of asset life, failure management, and task definition, through to the modern times where we are challenging the very foundations of asset management itself, RCM has been groundbreaking. This presentation will look in depth at the spread of Reliability Centered Maintenance (RCM) thinking and principles from the workshop floor to the board room and will examine the potential future impacts the method will have as it continues to provide the cornerstone of modern asset management.

## 20 Steps to World Class Maintenance

Joel Levitt, Author *Managing Factory Maintenance*

Is your maintenance program stuck in low gear? Are you interested in a common sense approach to improve your maintenance activities? Join Joel Levitt, one of today's leading maintenance trainers as he reveals 20 steps to world class maintenance. The first step to world class maintenance is when top management realizes the importance of maintenance to the overall goals of the organization. Other steps covered are mission statements in maintenance, constancy of purpose, patience, customer focus, pro-activity, root cause analysis. This presentation traces the road from reactive to proactive maintenance strategy.



# New for 2007!

## SAP Plant Maintenance Track

Over 25% of the Reliabilityweb.com audience uses the SAP Plant Maintenance module as an Enterprise Asset Management resource. This year we are the only independent reliability focused event with a dedicated SAP Plant Maintenance Track.

The program includes a combination of half day SAP Plant Maintenance workshops and end-user case studies to be delivered without any external or commercial influence from SAP AG or its partners.

Note: SAP and SAP Plant Maintenance are trademarks of SAP AG. EAM-2007 and Reliabilityweb.com are independent resources and have no connection with nor are under any influence of SAP AG

Value Driven Maintenance is a trademark of Mainnovation, The Reliability Game is a trademark of MRG Inc., The Manufacturing Game is a registered trademark of Ledet Enterprises, Datastream 7i and MP2 are trademarks of Infor, Maximo is a trademark of IBM, RCMO is a trademark of Meridium, EXP is a trademark of Ivvara and Cause Mapping is a trademark of

# Feedback

from past Reliabilityweb.com conferences...

I was very impressed with the degree of professionalism shown by the speakers, one and all. The class content was just what I was hoping for, very to the point and easy to understand. The facilities were outstanding, couldn't have been better in my opinion. Food was excellent, particularly the breakfast. I learned much and had a great time at it, thank you for all your efforts, I will definitely be looking to attend future Reliabilityweb.com events. Job well done.

**Jeff Curtis**  
Alcoa

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I personally would like to thank you and your staff for making our group from Spring Hill feel welcome. Throughout my career, I have attended many conferences, the Reliabilityweb.com conference ranks among the best. Our objectives were to validate our current processes and learn what the rest of the maintenance world is doing. We were able to accomplish both. With this knowledge we are able to continue developing both our long and short term strategies. Our jobs are to help get our plant more proactive, and then spread the practices and knowledge throughout GM.

I think I can speak for our group in saying, this was time well spent. Thank You Again.

**Joseph A. Schwab**  
Powertrain QNPM Coordinator  
Spring Hill Manufacturing

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It was nice to meet you and the Reliabilityweb.com Conference was a G-R-E-A-T experience! I would like to thank you, your staff, and everyone. We took away several important things to help and improve our program. The workshops were a very important factor in this.

**Nick Bohonik**  
RELIABILITY - Thermography Group  
Johns Manville

## What to Expect

### RCM-2007

- Learn everything you need to build a world class Reliability Centered Maintenance Program
- Discover exciting new ideas and learn helpful techniques to jumpstart your Reliability Centered Maintenance program
- Learn how Maintenance & Reliability Professionals *just like you* are creating results with RCM
- Meet leading RCM service providers
- Learn how to track the results of your RCM program
- Attend EAM-2007 at no extra cost
- Get Certified with the CMRP Exam

### EAM-2007

- Learn to reduce the cost of maintenance purchasing and inventory
- Learn successful software implementation techniques
- Develop an intelligent CMMS/EAM evaluation and selection process
- Improve your maintenance information management
- Learn how to create accurate Bill of Materials
- Learn how to use CMMS data to support other improvements
- Generate Failure codes in a CMMS/EAM System
- Discover ways to increase the productivity of your existing CMMS/EAM
- Learn about new Web Based software options for rapid CMMS/EAM implementation
- Develop Key Performance Indicators for Maintenance
- Manage a Computerized Maintenance Management System

and Much More!

## Invite your boss!



The overriding comment we get at every Reliabilityweb.com conference is that participants wish they had brought their management to hear the new ideas and see the clear business case that supports maintenance and reliability improvements.

Reliabilityweb.com conferences are optimized for maintenance and reliability professionals, however the venue, schedule, networking and sessions are perfectly designed for management levels that are responsible for supporting maintenance and reliability for operational excellence.

Full program details and abstracts available online or by request.

Space is limited to ensure quality. Register today by calling toll free (888) 575-1245 or visit [www.maintenanceconference.com](http://www.maintenanceconference.com)

# Certificate Workshops

Enhance your RCM-2007 and EAM-2007 learning experience by registering for full day or half day workshops. Participating in RCM-2007 and EAM-2007 already provides 12 hours toward CMRP and other professional Re-certification. Each half day of workshop participation is valued at 3 additional hours of credit toward CMRP Re-certification. A certificate will be provided for each workshop.

## RCM-2007 Workshops

- Workshop 1A Reliability Centered Maintenance and Root Cause Analysis by Doug Plucknette and Mark Galley
- Workshop 1B PM Optimization and Reliability Incident Management by Steve Turner
- Workshop 2A Failure Modes and Effects Analysis Opportunity Analysis by Robert Latino, Author *Root Cause Analysis*
- Workshop 2B Using the Classical RCM Method by Mac Smith, Author *RCM - Gateway to World Class Maintenance*
- Workshop 3\* The Reliability Game
- Workshop 7A Basic Failure Modes and Effects Analysis by Ricky Smith, Author *Lean Maintenance*
- Workshop 7B Basic Human Error Workshop for Maintenance and Reliability Professionals by Robert Latino
- Workshop 8A Using the Publicly Available NavAir IRCM Method
- Workshop 8B Using the RCM2 Method by Alan Katchmar

## EAM-2007 Workshops

- Workshop 4A Collected Event Data for Effective Reliability Analysis by Chris DeFalco
- Workshop 4B Value Driven Maintenance® for Maximo by Remco Jonker, Author *Value Driven Maintenance*
- Workshop 5B MP 2 Tips and Tricks by Leanne Joseph
- Workshop 9\* The Manufacturing Game
- Workshop 10A CMMS Implementation by Daryl Mather, Author *The Maintenance Scorecard*
- Workshop 11\* Maintenance Planning and Scheduling by Joel Levitt
- Workshop 10B EAM Failure Coding and Functional Hierarchy Development by Bill Keeter

## SAP-Plant Maintenance Workshops

- Workshop 5A Value Driven Maintenance® for SAP-PM (EAM) and Datastream 7i by Remco Jonker
- Workshop 6A Things You Should Know Prior to an SAP PM Implementation By John Hoke, CMRP and Lorri Craig
- Workshop 6B Work Management Essentials - Gain Control of your Business by Mick Windsor
- Workshop 12A How to Make SAP PM Work for You by John Hoke, CMRP and Lorri Craig
- Workshop 12B Effective Asset Integrity: Root Cause Analysis and Reliability Centered Maintenance integration with SAP-Plant Maintenance by Mick Windsor

\* - Full day Workshop (includes AM & PM session) Full details available at [www.maintenanceconference.com](http://www.maintenanceconference.com)

# RCM-2007 & EAM-2007 Expo

No other maintenance and reliability focused event brings more products, services, software and training providers than the EAM-2007 and RCM-2007 Expo. No other event does as much to help you make sense of the numerous purchasing options. The RCM-2007 together with the EAM-2007 Expo is the place to find solutions as you make, develop and build your own best practices.

## Expo Hours

Wednesday April 4, 2007

4:00 pm - 6:00 pm

Thursday April 5, 2007

9:00 am - 3:30 pm

Friday April 6, 2007

9:00 am - 1:00 pm



## Win an Alienware Laptop!

Each fully paid attendee can be entered into a drawing for a free Alienware laptop computer, one of the most reliable computer systems available. The drawing for this and other great prizes will be held on Friday afternoon during the closing ceremony.

## 4 convenient ways to register

**Web:** www.maintenanceconference.com  
**Automated Fax:** 309-423-7234 or 305-735-3746  
**Telephone:** 888-575-1245 USA Toll Free  
 305-735-3746 International

**Mail** RCM-2007/EAM-2007  
 c/o Reliabilityweb.com  
 PO Box 07070  
 Ft. Myers, FL 33919 USA

The name and details provided below will be printed on your registration badge.

Please provide the exact details that you would like to have used on your badge during the conference.

RCM-2007 & EAM-2007 Registration Form		Please print clearly
Name	Title	
Organization	Industry Type	
Mailing Address		
City	State/Prov	
Zip/Postal Code	Country	
Phone	Fax	
e-mail	cc e-mail	

**International Visitors! Get a \$100 discount if registered before February 15, 2007. E-mail info@reliabilityweb.com for more info.**

### RCM-2007 & EAM-2007 Registration Options

	Before Feb 15th	After Feb 15th
<input type="checkbox"/> <b>Three Day Pass</b> includes conference pass plus choice of two pre-conference workshops on Apr 4th. Choose one workshop from Group III and one workshop from Group IV below. — See Pg 6 for descriptions of all Workshops.	\$899	\$1199
<input type="checkbox"/> <b>Four Day Pass</b> includes conference pass plus 4 pre-conference workshops. Choose one workshop from each Group (I, II, III, and IV below) — See Pg 6 for descriptions of all Workshops.	\$1099	\$1399
<b>Workshop Group I:</b> 1A 2A 3* 4A 5A 6A	7A 8A	9* 10A 12A
<b>Workshop Group II:</b> 1B 2B 4B 5B 6B	7B 8B	10B 11* 12B
Please circle only one from each group. * - Full day Workshop (includes AM & PM session)		
<input type="checkbox"/> <b>Group Discount</b> - Check here if you are part of a group of five or more. Buy 5 passes at one time and get the 6th of equal or lesser value for FREE!		
<input type="checkbox"/> <b>Spouse Meal Pass</b> includes all on-site conference meals, welcome reception and access to Spouse Networking Room	\$99	\$129

### RCM-2007 & EAM-2007 Billing Information

VISA	MASTERCARD	AMEX	DISCOVER	Billing Address
Name on Credit Card				City
Credit Card #				State
Expiration Date				Zip Code
CW2				PO #

Please provide the exact address as printed on your credit card statements. Credit cards may be declined with wrong address. CW2 code: 3-digits found on back of card after credit card number. Amex is 4-digits on the front of the card.

**Payment Instructions:** If paying by check or purchase order please print a copy of your unpaid invoice and include it with your check or fax it with your wire transfer advice. Send Check or Purchase Order to: Reliabilityweb.com c/o RCM/EAM-2007 PO Box 07070 Fort Myers FL 33919 USA. e-mail: customerservice@reliabilityweb.com or fax 309-423-7234 for bank wire fees and instructions.

**Refund Information:** Cancellation/Substitutions: In the event that the attendees in- notifies Reliabilityweb.com of the attendees intent to cancel by February 15, 2007, a full refund of monies received, minus a \$150 administrative fee, will be made. No refunds will be made for cancellations accepted after February 15, 2007. All cancellation requests must be made in writing.

You can substitute a person from the same company by request.

Receipts/Invoices: Receipts & invoices will be delivered to the e-mail address provided on your registration form.

Hotel Reservations: Sheraton Waikiki, 1-808-921-4611. RCM-2007/EAM-2007 rate: \$185/night by request.