

Is Reactive Maintenance the Norm?

An Exclusive Report on the State of Preventive Maintenance

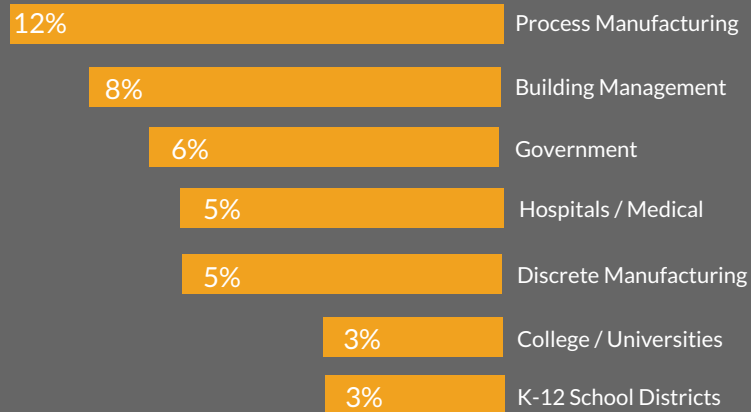
Maintenance Connection regularly surveys professionals to find out about their maintenance routines. The respondents included in these findings represent more than 450 companies whose industries range from manufacturing, to healthcare, to city and state departments, to colleges and universities.

What our data uncovered may surprise you. The data reveals the one major problem facing maintenance professionals—reactive maintenance—and what to do about it.

About the Respondents:

- **Number of assets:** 27% have less than 100; 32% of respondents have between 100 - 499 assets; 16% have 500 - 1,000; 23% have more than 1,000 assets.
- **Number of open work orders per month:** One third have less than 100 open work orders per month; 42% have 100-499; 13% have 500-1,000; and 12% have more than 1,000.
- **Preventive to reactive maintenance ratio:** The vast majority of respondents (66%) rely on reactive maintenance more than half of their maintenance efforts.

Leading respondent industries:



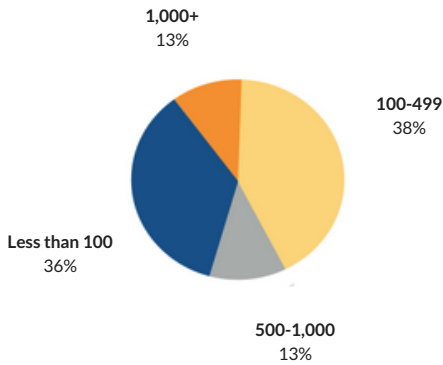
*The rest of respondents are spread across construction, agriculture, apparel, defense and space, oil, gas and energy, and real estate (among others).

A few of the organizations included in the survey:

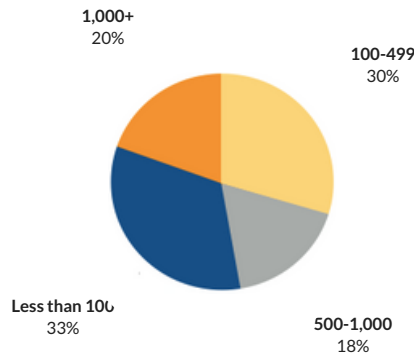


Number of open monthly work orders per leading respondent industries:

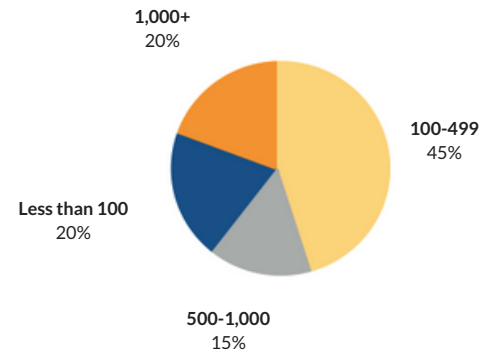
Process Manufacturing



Building Management



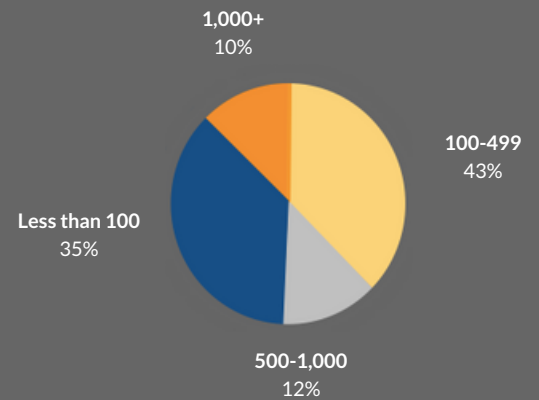
Government



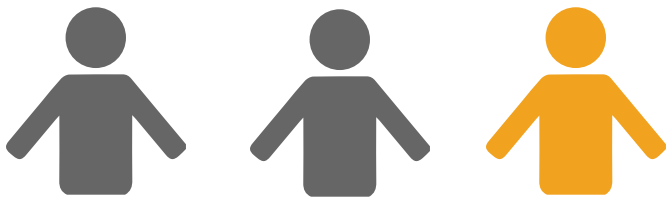
The majority of respondents spend most of their time on reactive maintenance.

Facilities plagued with reactive maintenance experience more equipment failure, increased overtime hours and higher overall maintenance budgets. Yet, the majority (66%) of respondents say that 50% or more of their maintenance efforts are reactive. Out of that group, nearly half say they spend 80% or more of their efforts on reactive maintenance.

Number of monthly work orders of the majority reactive group:



Only 34% of maintenance professionals are more preventive than reactive.



Of respondents surveyed, just over a third said they're preventive, meaning 60% or more of their maintenance efforts are preventive. Of this group, about 41% have between 100-499 work orders per month, 14% have 1,000 or more, and 28% have less than 100.

Out of the group with the majority of reactive maintenance efforts, only 18% indicated that they have more than 1,000 assets. In comparison, one third of the preventive group profiled above answered that they manage 1,000 or more assets in their facility. Yet, the preventive group still has less monthly open work orders despite the fact they have more assets.

The Problem

Nobody likes reactive maintenance, but our data shows that the majority of companies suffer from it. Reactive maintenance decreases reliability and response times, and increases the likelihood of asset downtime and emergency requests.

The Solution

So how can the facility maintenance industry reduce reactive maintenance?

Enter preventive maintenance (PM) enabled by a CMMS.

A CMMS has five capabilities that dramatically improve PM—and are nearly impossible to implement with a traditional, paper-based system:



1. Asset Management:

Make asset management simple with the ability to track work order history and maintenance cost, and organize all assets by location, building, floor and more.



2. PM Schedules:

Build your preventive maintenance schedule on a CMMS to auto-generate work orders, collect historical downtime data and house critical instructions and documents for future technicians.



3. Work Order Tracking:

Create a snapshot of work order statuses, define and assign tasks to open technicians, and view asset information associated with each work order.



4. Inventory and Cost Tracking:

Automate your inventory process to alert you when levels are low, auto-generate reorders and track all inventory costs.



5. Mobile Capabilities:

Take your CMMS on the go with mobile functionality. Increase team productivity anywhere and update work order status from the field.

Are you ready to see what a CMMS-enabled preventive maintenance schedule would look like in your facility? Watch a demo of Maintenance Connection to get started.

[WATCH DEMO](#)

