50 questions to help your CMMS search

Survey taken from http://www.plant-maintenance.com/articles/50questions.shtml

Work Order

1. Produces an easy-to-use work order that allows future conversion to bar codes and other improvements to technology.
   YES. Every work order printed out contains a bar code that can be scanned into the system to look up the work order.

2. Work order classifies all work by some kind of repair reason code: PM, corrective, breakdown, management decision, etc.
   YES. Work orders may be categorized by 'Type' which is a data-driven field consisting of work order types such as Preventive, Corrective, Routine, Capital Improvement, etc. You may add as many different work order types to the list and then use the Reports button to generate a work order list by type.

3. Provides an easy way for a single person or designated group in maintenance to screen work orders entered by customers before authorization that work can begin.
   YES. We offer a flexible security module (Access Groups) where you can set up individuals to have access to approve work orders without authorization or to require approval before work orders are assigned.

4. Prints up-to-date lockout procedure on all work orders automatically.
   YES. Use the 'Work Order Status' report to view history of downtime for any or all of the equipment in the facility for any given period of time. You may also print a report of all work orders that have been identified as using a 'lockout/tagout' procedure/

5. Automatically costs work orders.
   YES. Select a user-defined problem code that has a procedure associated with it and the work order will automatically be populated with the task sheet, labor and material estimates. You can even go further and link an individual (as opposed to a craft) to the procedure and it will automatically assign the work; creating essentially a "one-click work order".

6. Provides status of all outstanding work orders.
   YES. There are several ways to get this view in the system. The very first screen in the Work Order Manager displays all open work orders. You can also filter the list by 'Closed','My Open Assignments', 'All Open – PMs', 'Issued', etc. There are also several reports you can print out to display all open work orders sorted by department, craft, repair center, tenant and more.

7. Records service calls (who, what, when, where, how) which can be printed in a log format with automated time/date stamping.
   YES. The Service Requester application performs all of these functions. Requesters can log in, submit new work orders and track the status of the work orders real-time as they move through the system.

8. Allows operations people, tenants or facility users to have access to the system to find out what happened to their work request.
   YES. The Service Requester displays the status of every work order the requester has submitted, who was assigned to complete the work and the labor outcome.

9. Records backlog of work and displays it by craft.
   YES. See #6 above.
10. Work orders can be displayed or printed very easily.
    YES. There is a print button on the bottom of each work order. You can also print all work orders from a

single report.

11. The system facilitates labor scheduling with labor standards by task, ability to sort, and re-sort the open work orders by location of work, craft and other ways.
    YES. Drag and drop labor scheduling makes it very easy to visually track the who, what, when and where of each individual work order. Use the labor/craft lookup to find employees, contractors and vendors by craft or location. You may also search for a labor record by name, company, zip code, city, state or the even user-defined fields.

12. Records changes to inventory (receipts, chargeouts, physical inventories).
    YES. There is a 'Materials' section on each of the work orders which links directly to the Inventory and PO Modules.

13. Does the storeroom part of the system have part location to help the mechanic or store keeper find infrequently used parts?
    YES. Every inventory item may be found in one or several different stock rooms. Within these stock rooms, the part may be located in a bin # and lot #.

14. Can the system generate a parts catalog by type of part, vendor with yearly usage to facilitate blanket contract negotiation?
    YES. This data is currently being tracked and a report can be built to output this information.

15. Does the system notify the user of stock levels, order points, order quantities? |
    YES. The system will notify you when inventory items reach user-defined 'Reorder Points'. However, it will not recommend stock levels, order points or order quantities.

Maintenance History and Reporting

16. Maintains maintenance history that is detailed enough to tell what happened.
    YES. Work orders remained in the system for future reference as 'Closed' status. Thus, they will not display in the default filtered work order list, but they are available for reference.

17. Provides information to track the service request-maintenance work order issue-work complete-customer satisfied cycle.
    YES. Every work order may be accompanied with a user-defined survey. These questions are in the form of Yes/No or Multiple Choice and the results may be viewed real-time within the Work Order Manager.

18. Provides reports for budgets, staffing analysis, program evaluation, performance.
    YES. Reports can be generated to calculate year-to-date costs and KPIs. Also, upon request the system will create work order projections for any given period of time in the future (based on the PM schedule).

19. Is able to isolate all work done (sort, arrange, analyze, select, or list) by work order, mechanic, asset, building, floor, room, type of equipment or asset.
    YES. Completed work orders may be reported on just like the Open Work Orders and be arranged by craft, equipment, location, work order type, etc.

20. Provides the ability to easily structure ad hoc (on the spur of the moment) reports to answer questions that come up. This is sometimes called a report writer.
    YES. Integrated report writer; called 'Reporter' in the application. Crystal Reports can be used to query from the SQL Server 2000 database.

21. Has the ability to generate equipment/asset history from birth (installation, construction, or connection) with all major repairs and summaries of smaller repairs.
    YES. In the Asset Module, there is a History Tab that lists every work order ever completed and the location change history. When a piece of equipment is moved from one location to another, it does not lose the work order history.

22. System reports are designed around Pareto principles where the system helps to identify the few important factors and helps you to manage the important few versus the trivial many.

YES. When the software is initially set up, w offer professional services which can help identify these Key Performance Indicators (KPIs) and create reports to track the values real-time.

23. Allows operations people, tenants or facility users to have access to the system to find out what happened to their work request.
    YES. See #8 above.

24. System reports on contractor versus in-house work.
    YES. Work order reports can be separated by labor type (Employee or Contractor) and printed out.

25. Provides reports charging back maintenance cost to department or cost center.
    YES. Each work order has a 'Cost' and 'Charge' value for each line item cost which can then be used to create reports that would show how much should be charged back to a Department or Account (cost center).

26. Has reports with mean time between failures that show how often the unit has been worked on, how many days (or machine hours) lapsed between failures, and the duration of each repair.
    YES. Print a report that shows number of failures per asset and the time between each failure. Also, track the amount of downtime that occurred when the piece of equipment failed.

27. Will the system highlight repeat repairs when a technician needs some help?
    YES. There is a report in the system to identify duplicate work orders per labor person. Not 100% sure on the meaning of this question?

PM System

28. Allows mechanics to easily write up deficiencies found on PM inspection tours as planned work to be done. System then automatically generates a planned maintenance work order.
    YES. Follow up work can be appended to every work order (PM, Corrective, etc). Thus, there may be several planned maintenance work orders created once the inspection is complete.

29. Automatically produces PM work orders on the right day, right meter reading etc..
    YES. PMs can be set up to automatically create work orders on a schedule basis or by meter value. The other option is to maintain control and have the system simply notify you on the home page that PMs are due.

30. Is able to display work load for PM for a future period such as a year by week or month by trade.
    YES. Create work order projections and print reports from the projections per craft.

31. Is able to record short repairs done by PM mechanic and actual time spent.
    YES. Will track work order time per labor person in increments of hours and you can represent minutes by a fraction of an hour. (ie 30 minutes = .5 hours)

32. Does the system support multiple levels of PM on the same asset, does it reset the clock if the high level is done (if you do a yearly rebuild, does the monthly PM clock get reset?)?
    YES. System supports multiple levels of PMs per asset and generates the next scheduled date upon completion of the last PM.

33. PM's are generated by location by trade to facilitate efficient use of people and minimize travel.
    YES. PMs can be generated in groups by repair center. Mass PMs can (not required) be generated and maintained by a single parent work order.

34. Allow the input of data from Predictive Maintenance subsystems.
    YES.

35. Highlights situations where the PM activity is more expensive than the breakdown.
    YES. Not 100% sure about this one, but we could develop a report to show the differences.

36. Are there simple reports that relate the PM hours/materials to the corrective hours/materials to the emergency hours/materials? This will show the effectiveness of the PM program.
    YES. Again, this is one that we could develop a report to demonstrate.

General

37. Can the system handle 3-4 times more assets that you imagine having?
    YES. The software is built on the robust Microsoft SQL Server database engine and can handle large amounts of data.

38. System has a logical location system to locate assets and where work is done.
    YES. Asset and locations are displayed in a hierarchical fashion and provides a simple method of seeing all of the organization's asset data in one view.

39. System tracks the warranty for components and flags warranty work.
    YES. Each asset record has warranty, vendor and manufacturer information. Reports may be printed out to show warranty due dates and warranties may be updated in bulk used the 'Warranty Update Tool'.

40. Is easy to use for novices and quick to use for power users.
    YES. This is a discretional question, but the primary feedback we get from our users is how simple the system is to use, but robust in it's functionality.

41. System is integrates or can be integrated to purchasing, engineering, payroll/accounting.
    YES. We offer this is a service to integrate with other backend systems. You may also print reports to update information in other systems.

42. Can the system easily handle a string PM such as a lube route, filter change route?
    Yes. The assets in a PM schedule may be set up and printed in a route order.

43. System runs on standard computer hardware, not some special hardware incompatible with everything else. Is the system compatible with Local Area Networks if it is a PC product?
    Yes. The product is web-based and requires no additional hardware / software to run the Online Version. The Onsite Version uses a standard Microsoft server and may be run over the organization's LAN.

44. System vendor has filled out vendor information sheet and has the financial strength to complete the contract (and stay in business for several years)..
    Yes. Maintenance Connection is built on a solid self-sustaining business model.

45. Does the vendor have software support people, can you easily get through to a person? Is there an 800 number? Once you get through do the people know the product and something about maintenance? Is there an Internet site with technical support, user discussion groups, updates available for downloading, and other useful information?
    Yes. Each customer is assigned a separate account manager who they will call for support issues. There are several built-in help tools for the end-user and an online knowledge base for Maintenance Connection users.

46. Can the vendor provide economical, necessary customization? Is this capability in-house?
    Yes. Upon request.

47. Does the vendor have a local installation organization?
    Yes. We utilize trained maintenance professional contractors for onsite installations. We also have in-house implementation consultants and CMMS trainers.

48. Are they experienced in the management of installation projects of the size of your facility? Do they have start up experience with projects this size?

Yes.

49. Are the vendor's technical people well cross-trained (Software, hardware and reality ware, like how a real building works)? It is important that the computer people have experience with building/facility maintenance.
    Yes.

50. Has the vendor been in business 5 years or more?
    YES. Maintenance Connection was established in 1999.