

15 questions to help your maintenance team get support for its biggest problems

fiix BY ROCKWELL AUTOMATION





Defining the problem

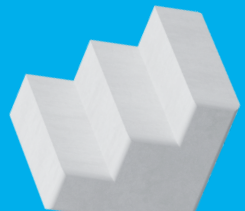
1. What's costing your team the most time, money, and/or resources?
2. What's stopping you from hitting targets or accomplishing goals?
3. What makes it hard to do your job?
4. What information do you want or need that you don't have or can't get?
5. What do you want to do more or less of?

Illustrating the problem

1. How does the problem affect your team's day-to-day?
2. How does the problem affect your team's long-term goals and/or plans?
3. How widespread is the problem?
4. How big of a priority is solving the problem?
5. How is the problem affecting other teams, targets, and plans?



Quantifying the problem



1. How much money is the problem costing your team?
2. How much time is your team spending on the problem?
3. How many people, tasks, assets, and systems is this problem affecting?
4. How is the problem impacting metrics and KPIs outside maintenance (ie. production capacity)?
5. How much has the problem grown over the last month, quarter, or year?