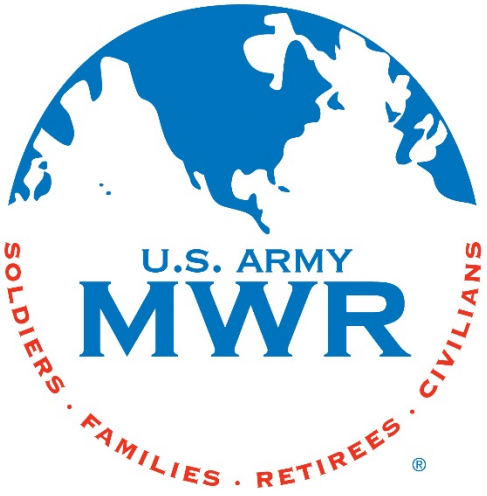
# Maintenance Standards

## 27 October 2017

# Maintenance Management

While attending this course, you will learn to:

- Manage a maintenance department that saves money over long-term.
- Develop a maintenance plan that moves beyond repair-only.
- Gauge adequate staffing levels.
- Implement best maintenance practices that are preventative.
- Establish budgeting tools for the Maintenance Department

# Maintenance Management

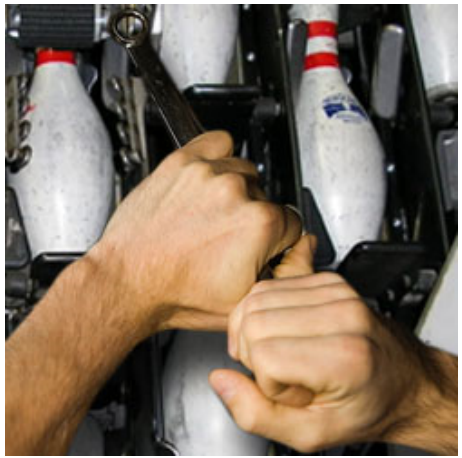
## Goal:

To develop a maintenance plan that moves your center to a place where efficiency and less machine downtime can be experienced.

# Maintenance Management

## Objectives:

- Evaluate importance.
- Define Stops
- Assess current weaknesses.
- Develop a comprehensive program.
- Create accountability.
- Create a trackable budget



## What is a stop?

**Anything that stops the bowler from bowling!**

- Any scoring issue
- Any mechanical issue related to the machine
- Even simple deadwood caught in the gutter

# Maintenance Management

## Stops/Stop Sheets-

- Document **ALL** Stops
  - Front End/Counter
  - Backend/Mechanic
- Paternize Stops
- Work Stops

The call sheet is a tool the mechanic can use to gauge machine performance on a daily basis.

# Maintenance Management

## Stops/Stop Sheets-

*Things don't just fall off; belts don't just break!*

- Preventative Maintenance and cleaning catch the big stuff.

- Stop Sheets give clues.

## Stops/Stop Sheets-

- Recording stops also drives:
  - ✓ budgeting
  - ✓ accountability.

# Frames Per Stop and Machine Performance

*How many frames per stop are your machines running?*

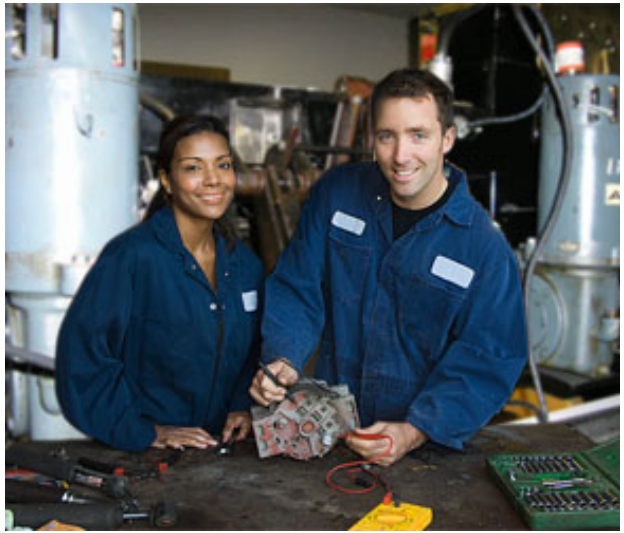
❖The more frames a machine can achieve before encountering a stop, the better the machine's performance.

## Frames Per Stop and Machine Performance

- Each time there's a stop in play, there's a domino effect of lost time, and lost money for the center.
- Frames per stop can also be used in developing a budget. (Yesterday, Today, Tomorrow Performance)

# Maintenance Management:

**Where is your Maintenance Department currently today?**



# Maintenance Management:

- Is there a systematic approach to maintaining your center's machines?
- What qualities are necessary to fill a maintenance position in your center?
- How is the mechanic's role looked at in your center?
- What challenges is your maintenance department currently facing?

# Maintenance Management

By analyzing and designing a comprehensive maintenance program, your center can save itself from a lot of headaches, effort—and money.

## Discussion:

### The Mechanic's Role

Briefly describe your view of a mechanic's role in your center:
What do you see his job function being?

# Two Way Street

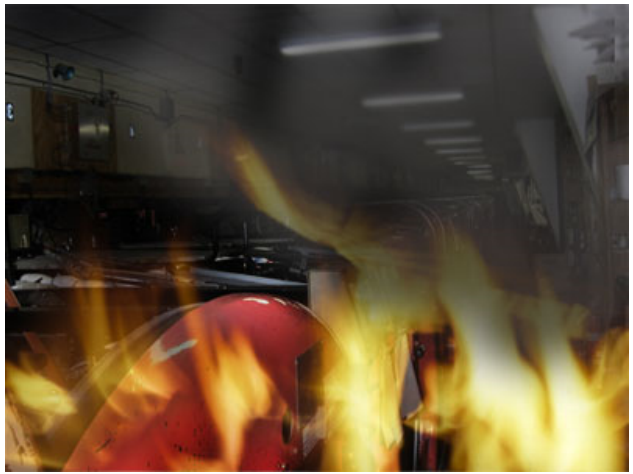
For a center's maintenance program to be a success:

- Maintenance team understands the responsibilities for their positions and team.
- Management team understands the machines and what is necessary to maintain them.

# Maintenance Management

**Current operating status of your center's maintenance program**.

- Does the mechanic spend their time chasing after “fires”?



- Does the maintenance department have time for tasks that keep the machines running *optimally*?

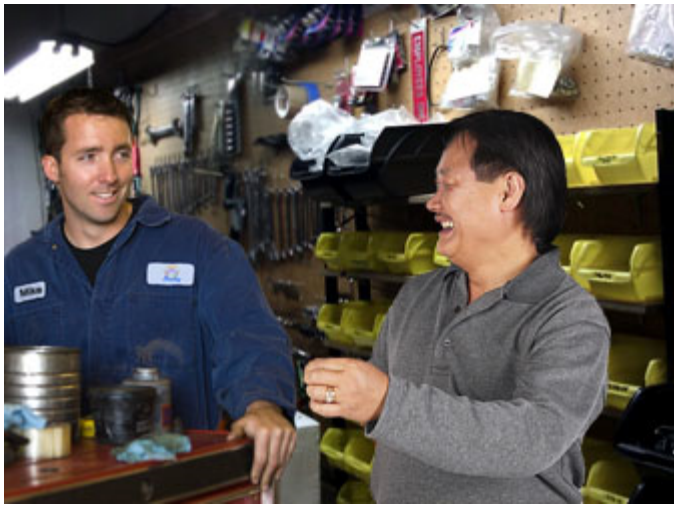
- Is program in “crisis management,” leaving little to no time to maintain machines?

# Tying a Mechanic's Hands: Scenario 1

# Maintenance Management

## Breakout Exercise:

What EXACTLY are the responsibilities of the mechanic position?



# Determining Needed Staff Hours

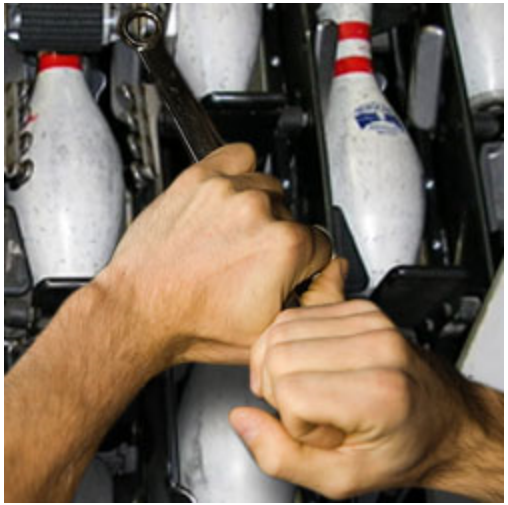
*Does the maintenance department need more, or less, hours allotted*?

# Determining Needed Staff Hours

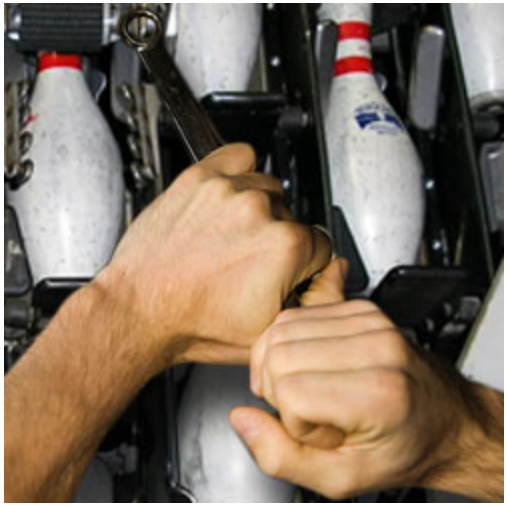
- Machine Type
- Machine Condition/Age
- Lanes Beds
- Center Volume

# Machine Type

*Brunswick*™ **GSX**: Slightly less labor-intensive
*AMF*™ **XLI**: Slightly less labor-intensive
*AMF*™ **8270**: Slightly more labor-intensive
*Brunswick*™ **A2**: Slightly more labor-intensive



# Machine Condition



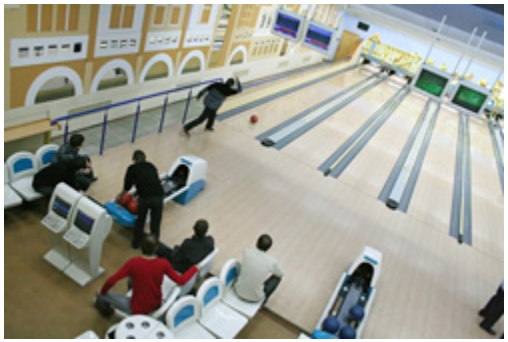
- How well your machines currently run.
- Whether your machines are older and prone to more breakdowns.
- How well the machines have been maintained over the years they've been operating in the center.

# LANE BEDS

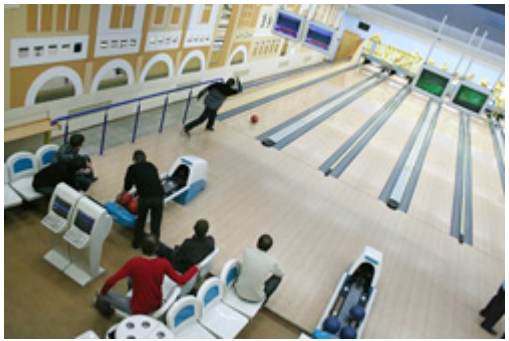
What's the size of your center?

For each lane bed, add 3 hours of labor

32 lanes=96 labor hours needed for maintenance as your baseline.



# Center Volume

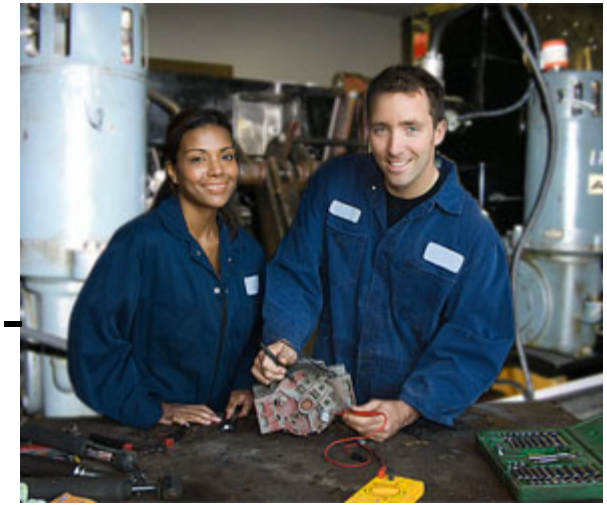


•High volume of customers with the machines constantly running.
•Mid-volume with peak hours mixed with times of relative quiet.
•Low-volume with peak times on the weekends and quiet on weekdays/nights.

## Labor Hours: Three Scenarios

# Maintenance Management

# Position Descriptions



Some basic requirements could include:

- Ability to manage tracking of maintenance-related data.
- Experience in doing maintenance tasks.
- Capable of understanding and managing a maintenance budget.

## Setting Goals

- Where, overall, is your center headed?
- Are there growth/expansion plans?
- Is there a revamp of customer service in the works?
- If your center increases volume, can your machines handle it?
- Or will inefficient machines with ongoing issues end up sabotaging your long-range plans?

# Developing a Plan: All 7 One

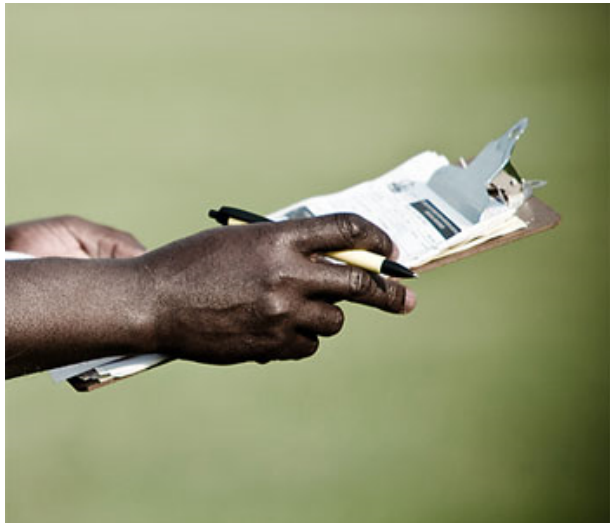
# Maintenance Management

## Evaluating the Plan: All 7 One

# Maintenance Management

## Maintenance Charts-

- ***Must be realistic***
- Define Frequency of accomplishing tasks:
  - Daily
  - Monthly
  - Quarterly
  - Annually

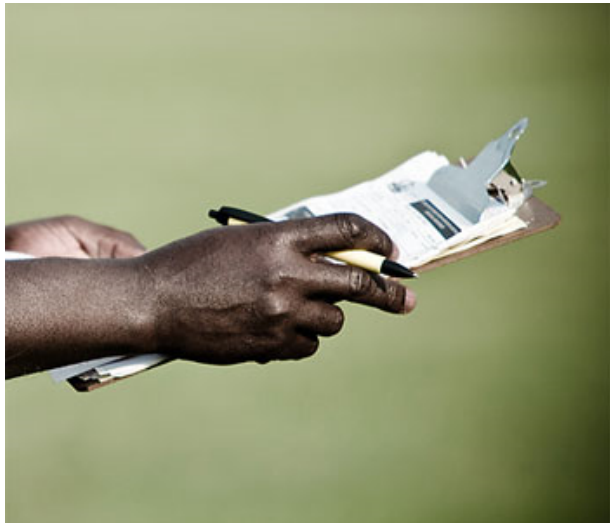


# Maintenance Charts-

**FACILITIES MONTHLY PREVENTIVE MAINTENANCE**

CENTER: MONTH: YEAR:

| Maintenance Item | Date | By | Maintenance Item | Date | By | Maintenance Item | Date | By |
|---|---|---|---|---|---|---|---|---|
| HVAC - Replace filters in all units; write the date on the filter when installed | | | EXTERIOR LIGHTING - Parking lot, building, signs all working; time clocks adjusted for current timing | | | ALL DOORS - Correct/inspect panic hardware, door closers, hinges, door pulls | | |
| HVAC - Check fan motor belts for wear; grease motor bearings | | | PARKING LOT - Inspect for potholes, striping and fire zone curb point; arrange for repairs | | | INTERIOR LIGHTING - All interior and EMERGENCY EXIT lights are operational | | |
| HVAC - Check/Clean condensation drains; clean return air grills | | | KITCHEN VENT HOOD SYSTEM - Check vent hood fire system; arrange for service; exhaust vents cleaned quarterly | | | FURNITURE - Inspect/correct bent chair legs, loose tables, etc. | | |
| ROOF MAINTENANCE - Clean/clear drains, gutters; down spouts are securely fastened; notify RFM of any roof leaks | | | REFRIGERATION EQUIPMENT - Clean the condenser coils, coolers, coke machine, freezer, etc. | | | CARPETING - Insepect/correct carpet for trip hazards, loose molding, step-off into bowlers' area, etc. | | |
| DUMPSTER AREA - Clean, check/correct dumpster fence or arrange for repairs | | | SPRINKLER SYSTEM - Certification must be current; clean dust of sprinkler heads | | | RESTROOMS - Inspect/correct stall doors, toilet paper, soap and hand towel dispensers | | |
| EXTERIOR BUILDING WALLS - Check for graffiti; arrange for repairs | | | FIRE EXTINGUISHERS - Inspect all; service tag must be current | | | RESTROOMS - Inspect all toilet flush valves, toilet seat fastenings, arrange for repairs | | |
| CANOPY OR AWNING - Inspect/correct problems; arrange for repairs | | | WARNING DECALS - Assure that all applicable decals are in place and readable; replace as needed | | | ADA - Check all ADA compliance issues, building access, signs, etc. | | |



## Inventory Levels-

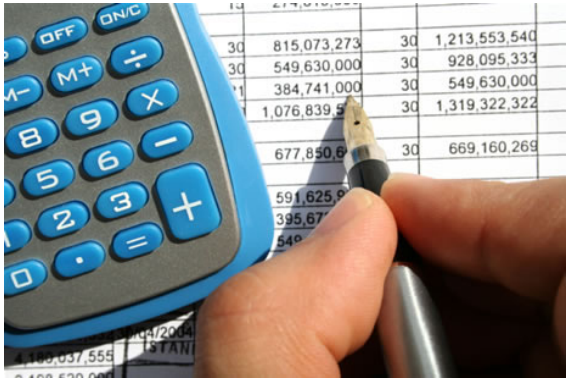
Two Types of Inventory:

**Parts:** Machine specific

**Hardware:** Nuts, bolts, pins, washers, etc.

# Maintenance Management

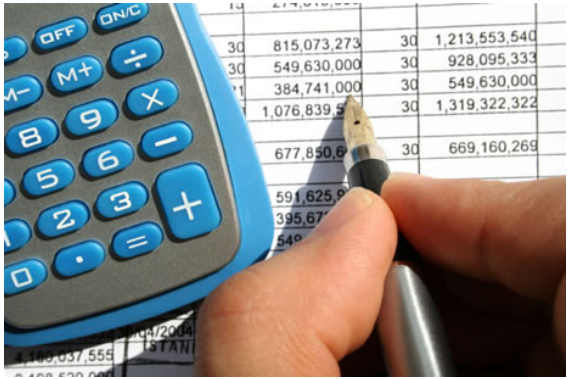
**Budgeting-**




**Inventory**- *Parts and Hardware*
**Labor hours**-Staff and Contractor
**Computers/software**-Records keeping
**Bins**-Organize and store inventory

## Budgeting-

How lineage can be used to determine labor hours and inventory?



# Maintenance Management

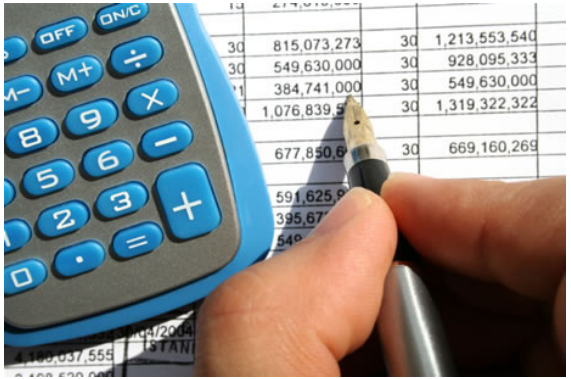
## Budgeting-

Parts & Hardware-

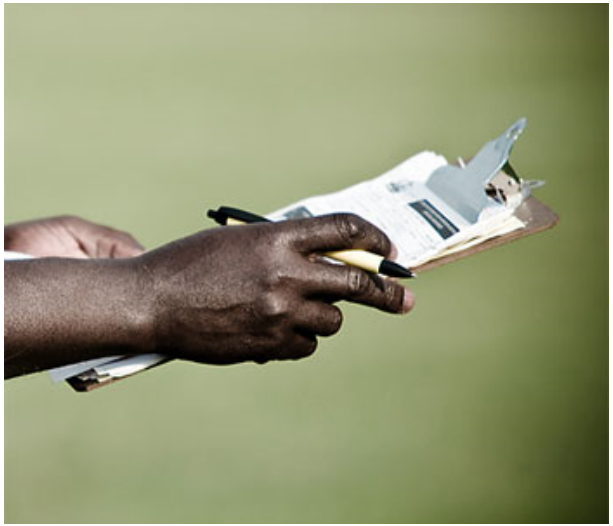
**.03 ¢ per line**

Lane Conditioning-

**.42-.60 ¢ per lane**



# Maintenance Management



**Homework Assignment:**
**Create a Maintenance Budget**

# Thank You!

Bowling University

## LEARNING SO EFFECTIVE YOU'LL NEED CROWD CONTROL.

Fill Your Brain

Fill Your Lanes