



Plant Work  
Team development



A development program must be aimed at helping Plant Work Teams from maintenance and operations to become more proficient and achieve certification in work management. The comprehensive program includes, interactive classroom training sessions, field coaching and audits of all the accomplishments. There are certification options for individuals by role or teams. The program can also help in deploying unique practices at individual plants, which can be customized as per the business requirement.

### Solution

Wipro's Development Program can be tailored, depending upon a company's operating environment and its priorities. We bring in-depth content, covering more than 100 best practice single point lessons.

**(Core) Best Practices Training (individual and/or team)** - Includes training, coaching and mentoring on the best practice lessons

**(Core) Workflow Review and Alignment to Best Practices** - Includes a practical exercise to identify the company's current work management processes

- Work initiation, priority rules, planning, scheduling, execution, history capture and closure
- Identifies gaps, issues and barriers
- Aligns best practices to site requirements
- Aligns and builds the Work Teams (planners, operational maintenance coordinators, maintenance supervisors)
- Establishes a RACI chart to define responsible, accountable, consult, inform actions for each member

**(Optional) Certification (individual and/or team)**- Includes testing and an initial certification on the best practice lessons

**(Optional) SAP Plant Maintenance (PM)® or IBM Maximo® technical training** - Deployment of best practices of work management within CMMS deliverables (planning, scheduling, parts acquisition); selection of either an SAP PM or a Maximo track

### Plant work team development process

<b>Site assessment</b>	<ul style="list-style-type: none"> <li>• Evaluating existing work management system</li> <li>• Determine training needs and logistics</li> <li>• Define initial performance measure</li> <li>• Report to management</li> </ul>
<b>Classroom training</b>	<ul style="list-style-type: none"> <li>• Typically 3-4 days</li> <li>• Single point lessons</li> <li>• Breakout sessions</li> <li>• Issue/barrier identification</li> <li>• Start work on weekly agenda, backlog review, scheduling KPI basics</li> <li>• Report to management</li> </ul>
<b>Written exam</b>	<ul style="list-style-type: none"> <li>• Gateway for certification</li> <li>• Exam based on classroom training</li> <li>• Closed book exam</li> <li>• 80% score required to pass</li> <li>• Refresher training</li> <li>• Second try allowed</li> <li>• Report to management</li> </ul>

### Field coaching & process audit

- Work master central team implementation
- Daily and weekly scheduling meeting & backlog reviews
- Identification of improvement opportunities & best practices
- I-I coaching at team & individual level
- 35 technical topics and 8 management topics covered
- Score provided for each topic for the group average and individual
- Report to management

### Certification results

- Each member reviews the work master certificate for the level attained
- Meeting with management & individual members to present results
- Identify need for future new member training, coaching and support

## Benefits

- Optimized work management process with defined roles and responsibilities
- Desired performance outputs achieved across multiple units
- Better team alignment between operations and maintenance
- Individual focus, keeping in mind a team orientated output
- Successful integration of industry best practices with plant, policies and procedures
- Increased asset reliability and availability
- Improved wrench time
- Optimized maintenance costs
- Sustainable, best practice culture
- Improved utilization of site Computerized Maintenance Management System (CMMS)

## Features

- Classroom training sessions, supported by 100+ best practice single point in-depth lessons
- In-field coaching for learned skills application
- Instruction aligned with roles and teams
- Documented results by individual, role and team
- Training on CMMS (SAP PM, Maximo) planning and scheduling functionality
- Program certification options based on requirements

**Planned work shutdown to improve availability and minimize downtime**



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