

Lift Maintenance Workshop

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PURPOSE

How to achieve:

Best Value

Best Practice

Maximised use of time

AGENDA

- Discuss common landlord issues
- Consider the impact on you and your business
- Review a case study
- Demonstrate solutions
- Show benefits

Common Problems

Common Problems

- Excessive management time
 - Time assessing quotes
 - Authorising works
 - Too many contractors
 - Complexity of contracts
- Lack of response from contractors
- Poor communication
- Inability to manage timescales
- Unreliable lifts

Concerns

- Am I getting value for money?
- Is the maintenance being done correctly?
- What is actually being done?
- Are the lifts being kept in good repair?
- Are my lifts safe? (How do you know?)
- Are your statutory obligations being met?

Concerns

LOLER

PUWER

BS7255

Defining responsibility

HASWA

SAFed
Supplementary
Examinations

A case study

- Housing Association client
- 120 lifts
- Multiple lift contractors
- Basic contract – minimal visits, labour only
- Low cost contract £81,000 (£675 per lift)
- Substantial additional costs £152,000
- Total annual spend £233,000

Existing contract

Basic form of contract

All breakdowns extra

All works reported and quoted

No fixed regime for maintenance

Existing contract

- Lack of incentive for contractor to invest time
- Minimal time allowed per month
- Contract not being driven by anyone

Existing contract

- Many hours spent assessing quotes
- Lifts falling into disrepair
 - Lack of reporting
 - Lack of understanding by client
- Uncertainty over status of Statutory Inspections

Impact

High level of breakdowns

Repetitive faults

Prolonged downtime

Excessive client management burden

Increased customer complaints

Poor client image

Solving the problem

Analyse the portfolio – know the problem

Formulate a comprehensive contract

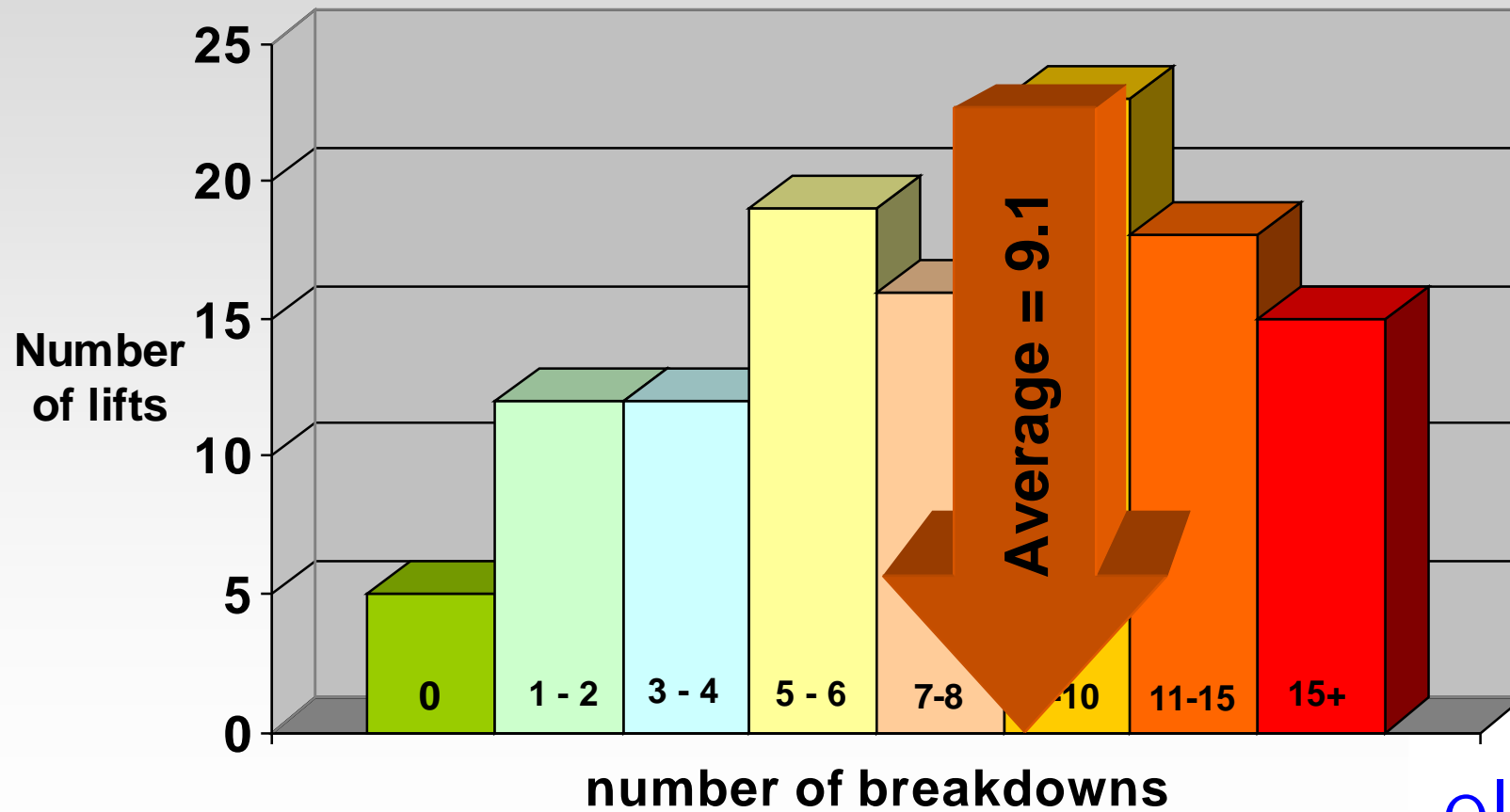
Set Key Performance Indicators (KPI)

Set maintenance management in place

Analysis

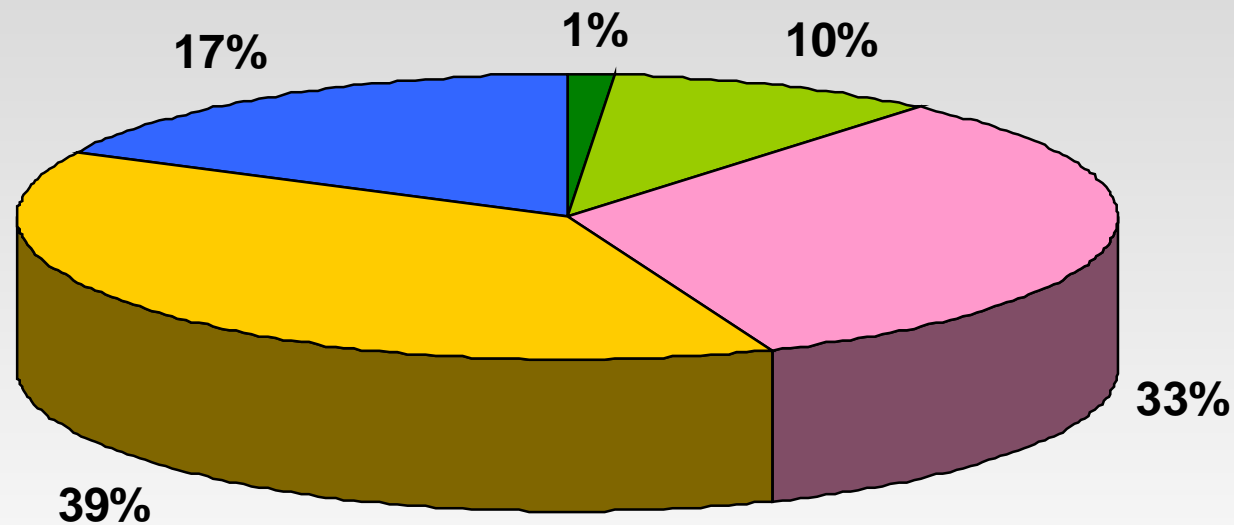
Analysis

Lift breakdowns



Analysis

Reason for breakdowns



■ No fault

■ misuse

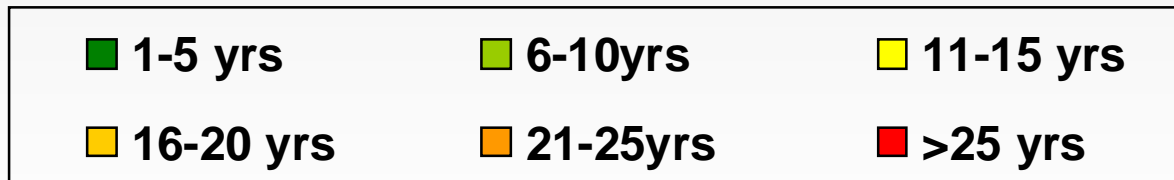
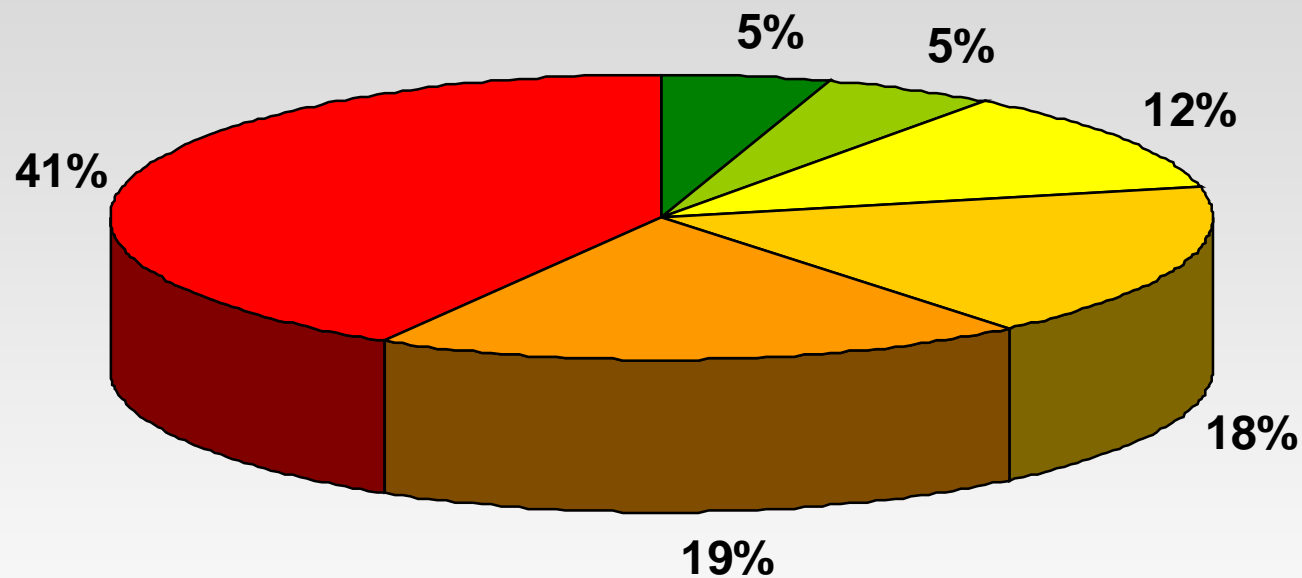
■ controller

■ doors

■ other eqp

Analysis

Age of portfolio





Analysis

Quality of Maintenance

Assessed on:

PPM visits

Cleanliness

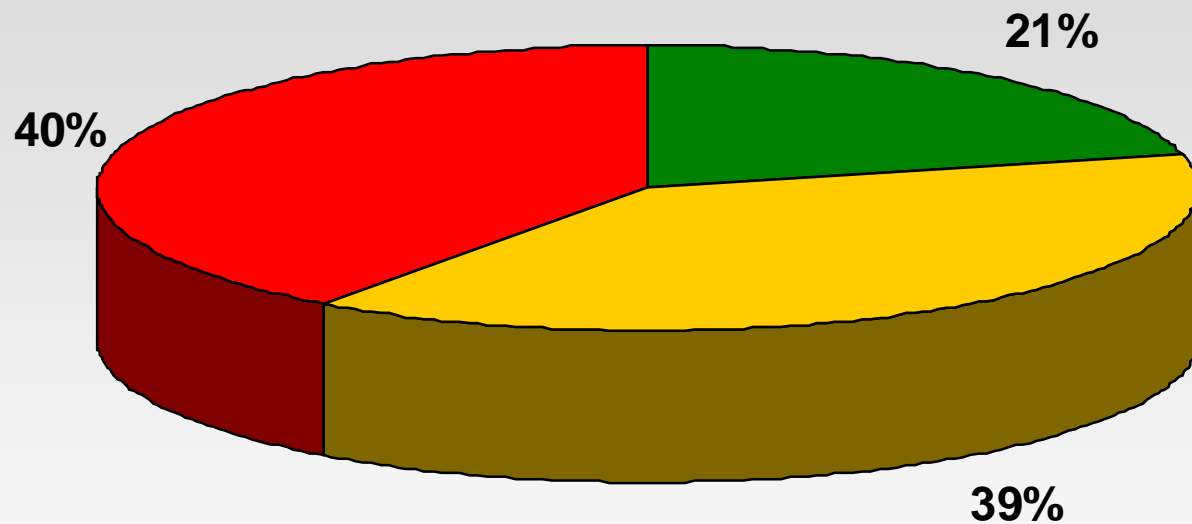
Equipment adjustment

Site records

Call out levels & resolution

Analysis

Quality of Maintenance



■ Good

■ Average

■ Poor

Design Maintenance Contract

- Bespoke
- Inclusive elements in contract
 - Balance of scope against costs
- Pro-active maintenance approach
 - Establish repair funds
 - Responsibility for breakdown levels
 - Confirm what the maintenance consists of

Design Maintenance Contract

- Set maintenance regime
 - Frequency of visits
 - Activities to be carried out
- Set Key Performance Indicators

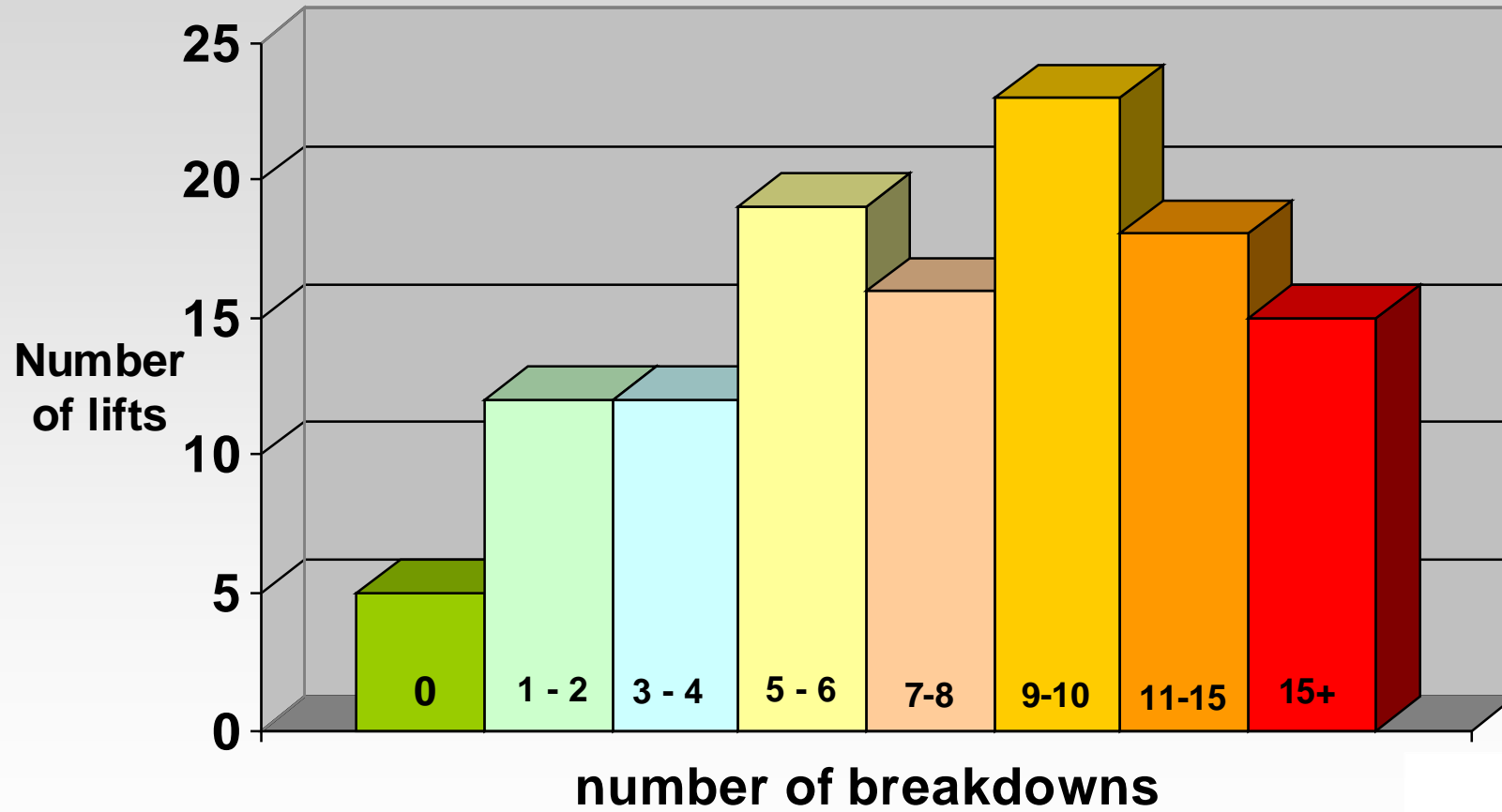
Setting the KPI

- Measure success
- Ensure customer satisfaction (yours not the lift contractors)
- Examples:
 - Lift Availability
 - Call out rates
 - Responsiveness
 - Solving call outs first time

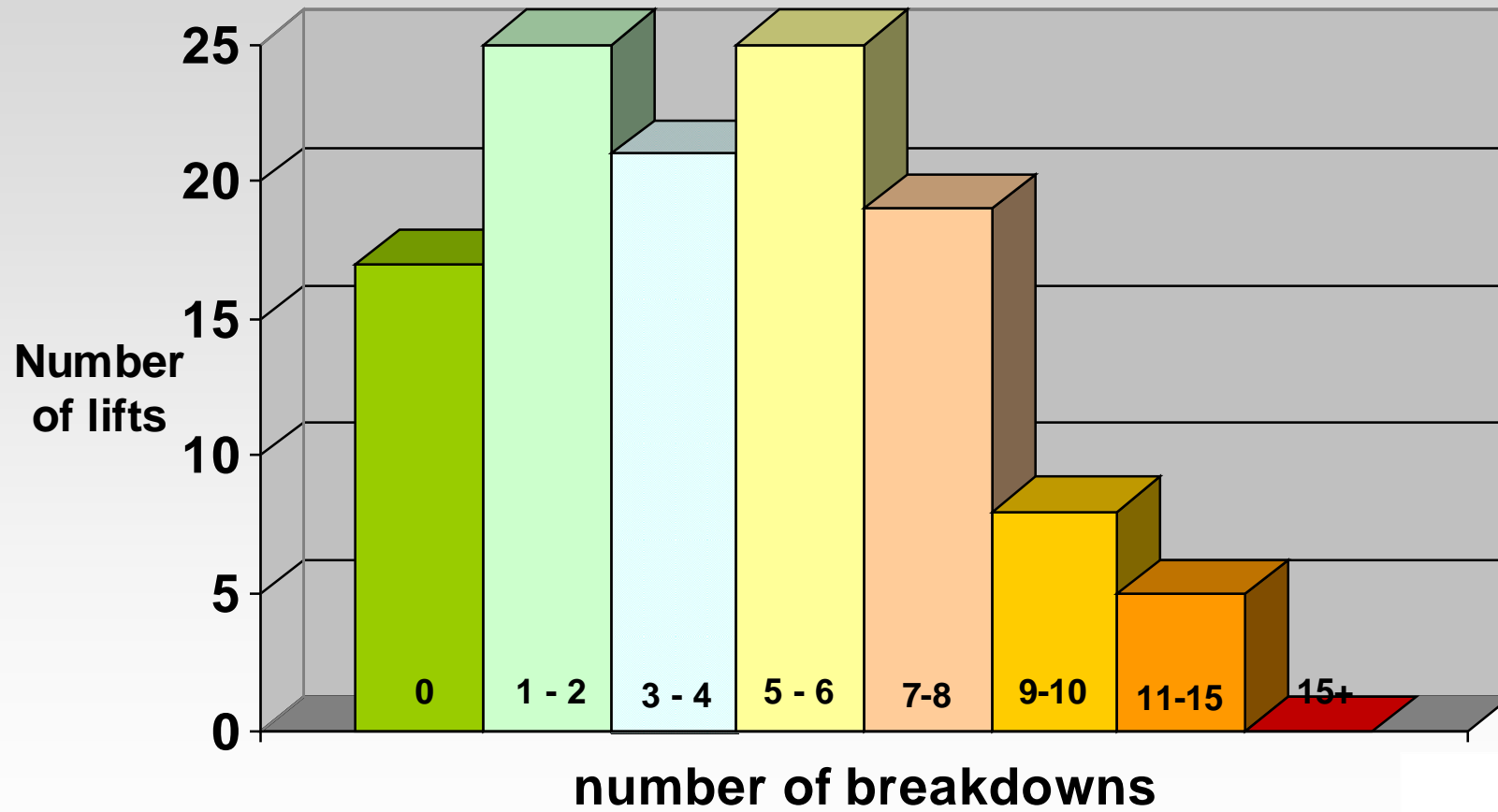
Maintenance Management

- Quarterly meetings
- Review insurance reports
- Breakdown analysis
- Review performance against KPI's
- Review customer feedback

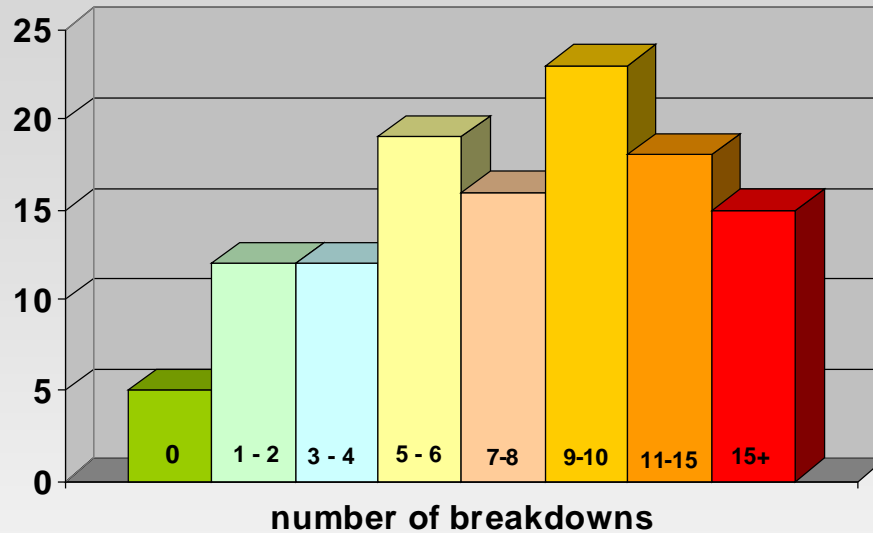
Results



Results

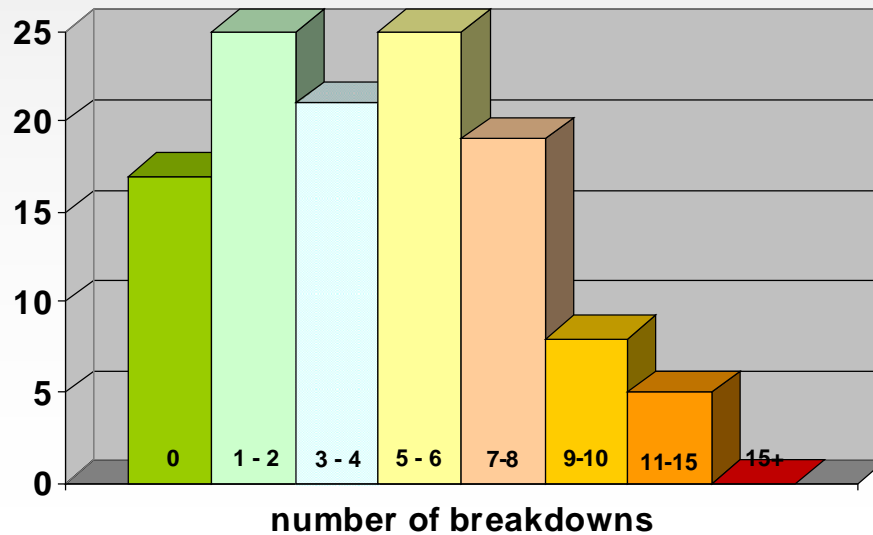


Results



= 1096 breakdowns

average breakdown rate = 9.1



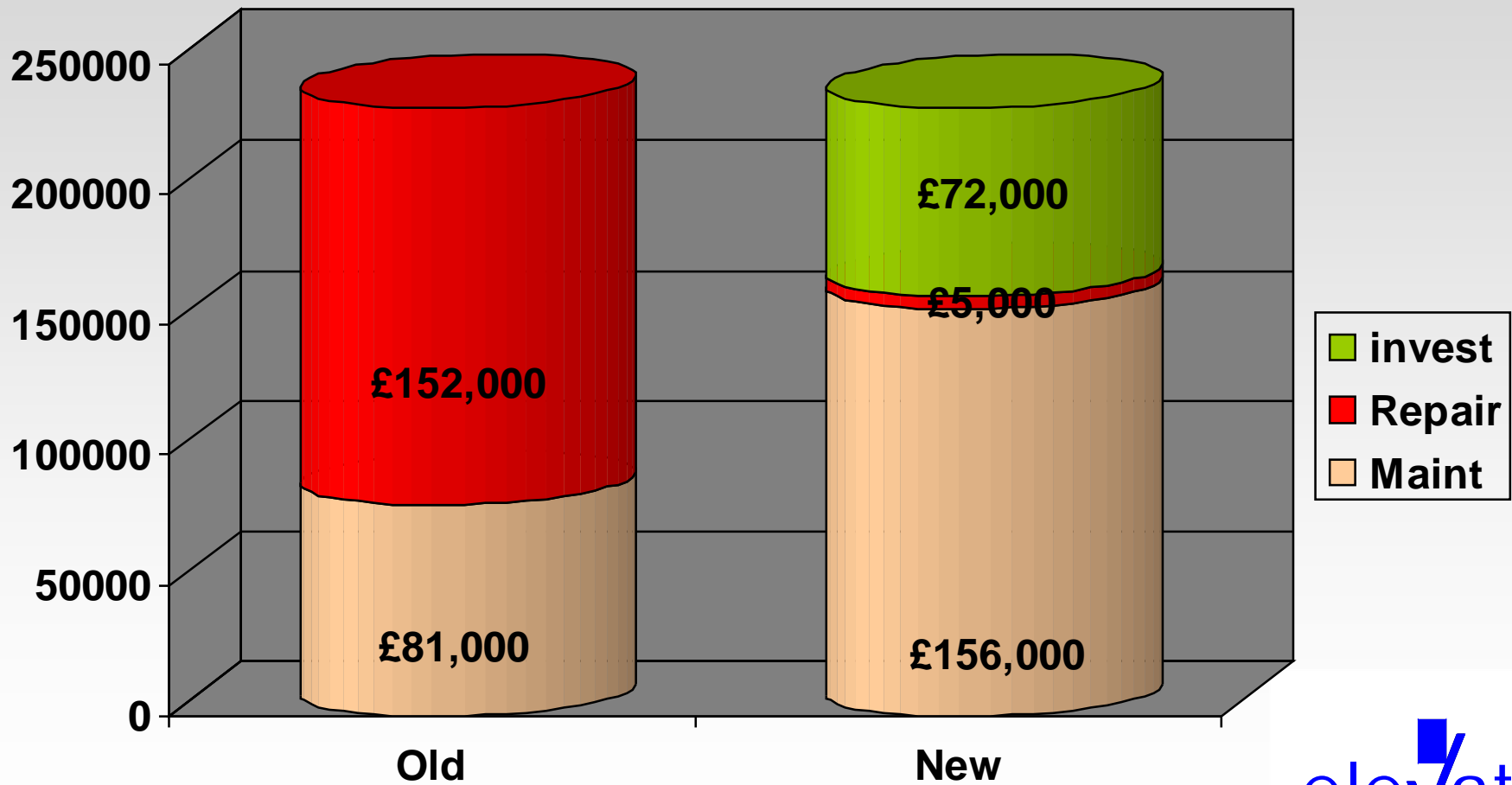
= 549 breakdowns

average breakdown rate = 4.5

Results

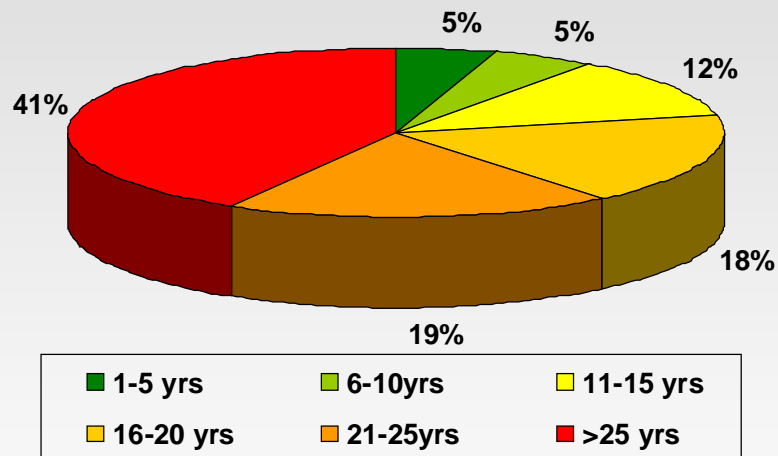
- Reduced breakdowns
- Reduced downtime
- Reduced client management burden
- Proactive contractor management
- Increased customer satisfaction
- Improved client image

Financial benefits

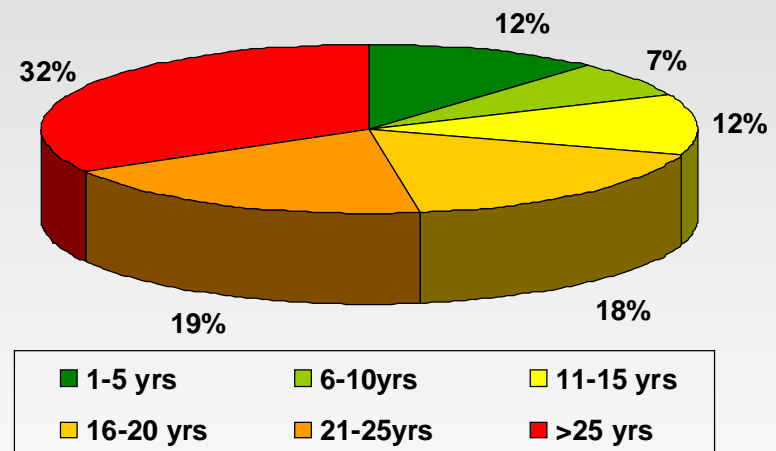


Analysis

Age of portfolio



Original portfolio



After 5 years

WORKSHOP REVIEW

PURPOSE

How to achieve:

Best Value

Best Practice

Maximised use of time



- Define the problems
- Benchmark against this workshop
- Ask how we can help

