

YOUR CHALLENGES, TRM'S SERVICES

- ★ Strategic Planning
- ⊙ Business Process Improvement
- ⚙ Enterprise Asset and Maintenance Management
- ▲ Technology Implementation
- ◇ Organizational Transformation
- ✦ Information Management
- ✪ Performance Management

WHO	CHALLENGES	TRM'S EAM SERVICES	HOW
Plant Management	How do we optimize capacity to meet demand? Do we have the information we need to make good decisions? Where can we mitigate risk? How effective are our business processes?	Field-proven industry templates, procedures for job plans and Utility specific KPIs. Performance metrics and access to information that arms you to effectively manage and achieve productivity gains. Measurement tools that track the effectiveness of your business processes.	★⊙⚙▲◇✦✪
Engineering Department	What is the best way to design improvements, modifications and upgrades to equipment and processes? As demand increases will the infrastructure support it?	A single repository for data and specifications along with an EAM system that enables business, equipment and process improvement programs that ensure the planning and management of linear assets are compliant to specifications and regulations.	⊙⚙✦
Operations Department	What are the true costs of failure? Which assets are most critical to our operations? How do we achieve the lowest possible asset lifecycle costs?	Development of an accurate catalog and condition index of assets. TRM helps focus your resources on assets most critical to your operations. The correct blend of preventive, predictive and condition based maintenance tasks also are taken into consideration.	★⊙⚙▲◇✦✪
Planning/Scheduling	What's the most efficient way to schedule resources and equipment repairs so the necessary materials and tools are available when needed? How do we arm our people with instructions, maps, parts specifications and job plans so they can complete their tasks?	An organized approach to jobs, labor, estimating and planning of critical assets. Alignment of resources, skills and inventory with work management schedules and reporting. Field-proven industry templates, procedures for job plans and Utility specific KPIs.	⊙⚙✦✪
Maintenance Department	How do we execute current work orders, preventive maintenance tasks and repairs? How do we maximize the potential of our workforce? How do we handle the backlog of work orders?	Establish the use of approved job plans and improved information about critical equipment, materials and scheduling to increase actual wrench time. Arm the maintenance staff with the tools, processes and plans to increase work quantity and quality.	▲⊙⚙◇
Financial and Information Management	Do we have the information needed to effectively manage capital asset expenditures? How can we implement a system that will reduce risk and equipment failures and maintain operating levels?	Strategy development that aligns business processes with the organization's mission. Deployment of a business plan that includes EAM implementation and integration with the ERP system. A systematic approach to capturing internal knowledge. Ability to make all the critical equipment and asset information useful and easily accessible.	★⊙⚙✦✪
Material Supply	How can we organize our spare parts, supplies and material inventory to maximize efficiencies and reduce costs?	Development and implementation of a supply chain strategy that optimizes inventory levels and standardizes distribution of parts and materials. A system that maintains spare parts and provides accurate on-site logistical support to reduce inventory without affecting availability.	★⊙⚙◇
Regulatory	Is the facility in compliance with environmental, safety and OSHA regulations?	Information technology and performance measurements that can be leveraged to provide data and reports that validate compliance, including date and time stamping.	⊙✦✪



ENERGY AND UTILITIES

WE UNDERSTAND THE INDUSTRY

GENERATION, FOSSIL, HYDRO, NUCLEAR ■ ELECTRIC TRANSMISSION AND DISTRIBUTION ■ WASTE WATER TREATMENT AND COLLECTION ■ WATER TREATMENT AND DISTRIBUTION ■ GAS TRANSMISSION AND DISTRIBUTION

WE UNDERSTAND YOUR ISSUES

STRATEGIC PLANNING ★

Using the vision you have established, our team helps define business objectives that drive measurable improvements in operations and return on investment. We work with you to define strategies for long-term business operations, maintenance and information technology, supporting these strategies with tactical plans. We can help you build a business operations strategy that decreases operating costs and creates capacity for future growth by aligning operations with business objectives.

BUSINESS PROCESS IMPROVEMENT ☉

We perform management assessments, work process evaluations and organizational analyses that provide an objective look at your team's overall effectiveness. Our internal analysis includes operations and maintenance assessments, work process improvement evaluations and facility staffing studies. Our professionals can assist with tasks required to deal with complex change management issues.

ENTERPRISE ASSET AND MAINTENANCE MANAGEMENT ⚙

We understand the key factors that lead to the implementation of tailored enterprise asset and maintenance management programs and we can implement those programs with or for you. Our field support staff can assist in the development of maintenance planning and scheduling routines that support improved business processes. We can provide technical writing services that include system/equipment maintenance and operating procedures.

Our unique Reliability Centered Management analysis identifies critical systems and classifies equipment. The data from this process is designed to mitigate failures while optimizing resources required to maintain equipment. We help establish a lean inventory program that minimizes the use of valuable capital. Based on our analysis of critical equipment failures and risk factors, we identify parts, components and equipment that should be in inventory. Our maintenance engineers and specialists develop complex procedures that meet the needs of craftsmen you assign to the job at hand. Our extensive library of field-proven maintenance procedures and job plans can be adopted quickly to meet a wide range of approaches to maintenance and equipment operations. We maintain a database of over 2000 operations and maintenance procedures as well as associated work packages.

TECHNOLOGY IMPLEMENTATION ▲

Working with you, we help define or redefine business processes and identify efficiencies that can be gained through better use of technology. We identify critical gaps in capacity, productivity, speed and service by analyzing the current IT organization, its management and work processes. The result is a solution that supports the business strategy and defines how the IT organization can more effectively leverage new or existing technology to meet operational needs. We have developed interfaces between leading financial packages, human resource systems, project planning and control systems. We can show

ANALYSIS	STRATEGY	ACTION PLAN	PERFORMANCE
Management and Work Process Analysis	Develop business objectives and strategies.	Develop detailed plan and tasks.	Project Management
Industry Best Practice Analysis			Technical Support
			IT Support
			Training

Performance Metrics to Support ROI

TRM'S CONSULTING PROCESS

THE TOTAL RESOURCE MANAGEMENT TEAM understands that the energy and utility industry is undergoing significant change. The evolution from a regulated, cost industry to one that is measured by profit or performance base levels and customer service requires new approaches to finding solutions that improve overall operations, service and ROI. Energy and utility executives are more budget conscious. They need value-based information that aligns behavioral change with new business processes to drive organizational change and improvements.

To make this happen, you need a business partner that comes equipped with experience in your industry, a working knowledge of how to get the most out of your asset and maintenance programs and who can help you build meaningful performance programs. Call TRM today to learn more about what we can do to position your organization for a more successful and prosperous future.

how integration can improve inter-company communication, provide faster and more accurate information and lower total operating costs. Among our customizable solutions are: Safety Tagging Software (STS) and Project Scheduler Interface (PSI).

ORGANIZATIONAL TRANSFORMATION ✧

We work with project teams to develop detailed action plans and tasks that achieve maximum return on investment in the shortest possible time. The rapid deployment of solutions generates continuous management support and momentum. Project management coordinates actions with strategy. Technical support assures a practical solution that fits industry specific needs. IT support builds information system value. Training enables your management and the rest of the workforce to continually improve operations. External analysis provides an evaluation of industry specific practices and data to determine improvement opportunities. And our Key Performance Indicators (KPIs) assist with process changes that support best practices.

About Total Resource Management, Inc.

TRM delivers consulting and information technology solutions that help organizations improve the management and performance of their enterprise assets (facilities, infrastructure and production). Over the past decade, TRM has supported nearly 200 clients with enterprise asset management expertise, professional services and productivity enhancement products that result in significant improvements to their business operations.

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Advanced Technology Centers

Birdsboro, Pennsylvania
Chesapeake, Virginia
Honolulu, Hawaii
San Diego, California
Seattle, Washington

INFORMATION MANAGEMENT +

We evaluate the data that exists in your maintenance operations and provide fast, reliable and cost effective data migration. The streamlined conversion process leverages your existing maintenance data through clean-up and enhancement. The flexible conversion process can be efficiently applied to both high and low volumes of data. Our unique Quality Program Management (QPM) service allows you to maintain a robust Software Quality Assurance (SQA) program with minimal cost and effort. This service includes quality program development, management and periodic evaluation.

PERFORMANCE MANAGEMENT ✨

All of our work is supported by performance metrics that enable you to determine the effectiveness of completed and ongoing operations and IT solutions as well as contributions to ROI. We help you design measurable parameters based on information systems data; identify your current performance baseline; and select performance standards based on metrics that consider system health, process metrics and individual performance metrics.

Energy and Utility Customers Served:

Alliant Energy
Baltimore Gas & Electric
Department of Energy (DOE)
Duke Energy
Dynegy
Electric Power Research Institute
Lower Colorado River Authority
MIRANT
New York Power Authority
Power Generation of Trinidad
Sonoma County
University of North Carolina

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