

Maintenance KPIs and Benchmarks

Metric	Typical	Best of the Best (World-Class)
Breakdowns - CM Reactive - CM Reactive / Total PM+CM	40% - 60%	< 10%
Planned Maintenance Work - Planned Work / Total Work (PM+CM)	40% - 70%	> 90%
Production Loss Time - Downtime / Total Scheduled Time	2% - 10%	< 1%
Overtime - Maintenance Overtime Hours / Total Maintenance Work Hours	5% - 25%	< 5%
Schedule Compliance - Work Accomplished / Total Hours Scheduled	40% - 90%	> 90%
Parts & Kits Delivered On Time - Parts Delivered On Schedule / Total Parts Delivered	70% - 95%	> 95%
Maintenance (MRO) Inventory Turnover Ratio - Inventory Issued Per Year / Average Inventory Per Year	0.1 - 1.5	> 1.5
Maintenance Backlog (In Weeks) - Total Maintenance Work Pending / Maintenance Hours Available Per Week	0 - 30 Weeks	4 - 6 Weeks
Maintenance Personnel Certified and or Qualified to Maintain & Operate Assets & Use Improvement Tools - Maintenance Personal Certified and or Qualified / Total Maintenance Personnel	0% - 30%	> 30%
Maintenance Cost Percent of Asset Replacement Value (ARV) - Maintenance Cost in a Period / Replacement Value of Assets in a Period	2% - 10%	2% - 3.5%

Advanced Management Services and Systems

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