

A List of Questions Posed for Maintenance Management

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Question 1. What about feedback to top management on the effectiveness of new maintenance procedures: Who uses it and how effectively?

Question 2. How effective is maintenance management in getting maintenance problems considered at the time a highway is located, designed, and constructed?

Question 3. What about training programs for maintenance employees and managers: Are they ready to go—or in the dream stage?

Question 4. What can the computer do for a maintenance management program other than create problems?

Question 5. What are the advantages and disadvantages of the various ways for setting performance standards, such as stopwatch, time-lapse photography, M. T. M. ?

Question 6. What are the most effective means for devising improved methods? In particular, how can the interests and ideas of foremen and workmen be brought to bear?

Question 7. How can supervisors, foremen, or workmen who develop good ideas be rewarded?

Question 8. One gets a "feeling" that much of the talk about understanding and motivating people is superficial and is not based on a real knowledge of people and why they behave and react as they do. As a specific example, has any thought been given to defining and publicizing the opportunities ahead for good maintenance people at all levels?

Question 9. Do maintenance managers really know what the public wants and is willing to pay for in terms of standards of maintenance? If not, how are they going to find out?