Introduction to Benchmate

Summary

Introduction to Benchmate is a 12-hour class to help organize your maintenance data and department to get the most out of Benchmate Maintenance Management software.

This course should be attended by those responsible for *organizing* Benchmate data. There will be a discussion and comparison of various methods for setting up your Benchmate database. It is appropriate that department managers, supervisors and engineers attend. It is not necessary for *users* who will perform a single function (e.g.: entering maintenance requests) attend since they can be taught quickly.

The course features extensive 'hands-on' experience using examples provided by the students. No more than two students will be assigned to personal computer. The classes are small (max of 8 students) so that individual questions and concerns can be addressed.

Course Outline

First Day:

Data Base Organization

- Typical Data Flow
- Equipment Data Base

Equipment ID & Name

- Use of the Building, Cost Center & Location fields
- Printing safety, Warranty and 'standard' equipment info
- Components Window
- Spare Parts Window
- History Window
- Create four equipment descriptions

Preventive Maintenance Screen

- Job ID and Description
- Equip ID and related information
- PM scheduling
- Lead Shop and other fields
- Task Description window
- Create four PM procedures

Jobs Schedules

- Print schedules and work tickets for PM procedures just created.

Closing Completed PMs

- Log Work screen
- Importance of Completed Date
- Attention Required flag
- Down Time/ Cause Code fields
- Labor Window
- Note Window
- Close jobs just created
- Compare rescheduled Pms with the original

Work Order Screen

- Similarity/differences form PM
- Create & schedule four Work Orders

Trouble Call Screen

- Purpose and differences from the Work Order
- Create and Schedule four Trouble Calls

Closing Completed Work Orders & Trouble Calls

- Close jobs just created
- Compare closed jobs with the originals

Recording Emergency Work

- Use of the Emergency Job function
- Record four emergency jobs

Second day:

Work History Reports

- Prepare three types of history reports (list of Jobs, Cost History and Work history)
- Discuss purpose and uses of each

Spare Parts Screen

- Role of description, part number, manufacturer and mfg's part number

- Discussion of remaining fields
- Equipment list window
- Create eight spare parts

Parts Required

- Use of Parts Required Window on PM and WO screens
- Print Parts Required report (Advanced Inventory module)

Tracking Parts used on jobs

- Parts window on Service Log screen
- Inventory Transaction screen (Advanced Inventory module)
- Print Cost Summary report to show parts cost

Benchmate Support Programs

- Setup
- Password Administration
- File Utility
- Backup

Training Room

The training room and equipment is the client's responsibility. It should be dedicated to Benchmate training. One personal computer and printer (suitable for Benchmate) is required for each two students. An overhead projector is desirable but not necessary. Benchmate Systems, Inc. will provide a laptop to use with the overhead projector and training software including sample database.