



# ***AN EVOLVING BUSINESS PARTNERSHIP***

**The USAF & JANTEC, Inc.  
working toward a common goal at  
LAAFB, CA**

03 March 2003





## ***JANTEC, Inc.***

- Established in 1984
- Woman-Owned Small Business
- Primed 17 Contracts
- Joint-Venture (TrendTec) in 1999 at LAAAFB



# *Situation*

- Civil Engineering Organization's Performance left much to be desired
  - Customer lost faith in CE's ability to deliver
  - Missed suspense's
  - Sections placing blame on others
  - Equipment failing, high service calls, huge back log



# *Transition Period*

- Change of Personnel
  - ◆ Project Manager
  - ◆ BCE
  - ◆ Contracting Officer
  - ◆ Base Commander



# *Change of Perspective*

- Common Goal
- Teaming Agreement
- Personal Commitments
- Overall Operational Perspective Change
- Mutually Identified Area of Concern





# ***CMMS (ACES-OPS)***

- Not Part of the Contract
- Mutual Beneficial Decisions
- Give and Take
- Constant Communication
- Contract Adjustments
- Team Project



# *The Process*

- Determine Objectives: The Vision
- Analyze Processes & Maintenance Requirements
- Screen Potential CMMS Vendors
- Determine Data Structure
  - ◆ Hierarchy
  - ◆ Barcodes
- Make final Vendor Evaluation and Selection
- Implement



# LAAFB: Vision

- Integrated Electronic-Civil Engineering (E-CE)
  - ◆ Geographic Information System
  - ◆ CMMS
  - ◆ Work Flow & Document Management
  - ◆ Existing Corporate Data Systems
- CMMS Objectives
  - ◆ Track Manpower & Material Cost
  - ◆ Provide Historical Failure Records
  - ◆ Drive Capital Investment Program





# *Analysis: Work Flow*



- What information is captured?
  - Who owns the data?
  - Who owns the work order?
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- How does the work order go from person to person?
  - How is work performed now?
  - Work order quantity now and future
    - ◆ Plan for increase in work order quantity



# ***Analysis: Plant Characteristics***

- What's Mission of the Plant?
- What systems need to be in CMMS?
- What benefits do we expect?





# ***LAAFB: Access Requirements***

- **Current CMMS**
  - ◆ Accessed predominately by planners, schedulers
  - ◆ Accessed via networked terminals
- **New CMMS**
  - ◆ Accessed by craftsmen, planners, supervisors, management, engineering
  - ◆ Desire remote job site access as well as desktop
  - ◆ Communications Squadron may want access



# ***LAAFB: Data Structure***

- CMMS includes everything from trees, to mechanical system components to door frames
- Dual structure
  - ◆ Facility items coded by facility, floor, room
  - ◆ External items coded by GPS coordinates
- Kept AF standard base and facility codes
- If a work order is used for PM or repair, it's bar coded
- Coding coordinated with AF standards and GIS



# ***Analysis: Review Available Data***

- Real Property Records
- As-Built Documents
- Equipment Inventory
- Maintenance Records
  - ◆ PM procedures
  - ◆ Equipment History
- Determine Accuracy & Completeness

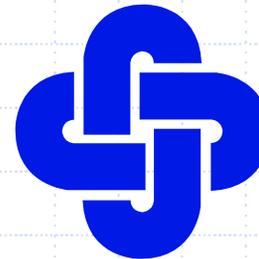




# Selection of the Team



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**TEAM LEADER  
(Maintenance Engineer-PE)**

**CE Resources**

**Operating &  
Maintenance  
Supervisor**

**CE Reps  
(QAE/Deputy BCE)**



# ***LAAFB: Vendor Selection***

- Identified 3 candidate vendors
  - ◆ Caver-Morehead—INNOVIS
  - ◆ MRO—MAXIMO
  - ◆ Hansen
- Based on
  - ◆ Proven similar implementations
  - ◆ Strong past performance
  - ◆ Willingness to work with us



# ***LAAFB: Vendor Selection***

- Chose Caver-Morehead
  - ◆ CMMS facility focused
  - ◆ Robust data structure within CMMS
  - ◆ Demonstrate standup capability
  - ◆ Site licensing
  - ◆ Later selected as AF standard CMMS
- Contracted through our GIS contractor



# *Implementation Considerations*



- How much data collection is required?
- How much code modification/customization is required?
- Can current inventory be converted to new CMMS?
- Is local staffing sufficient to collect and load data?
- How will work be divided between vendor and user?

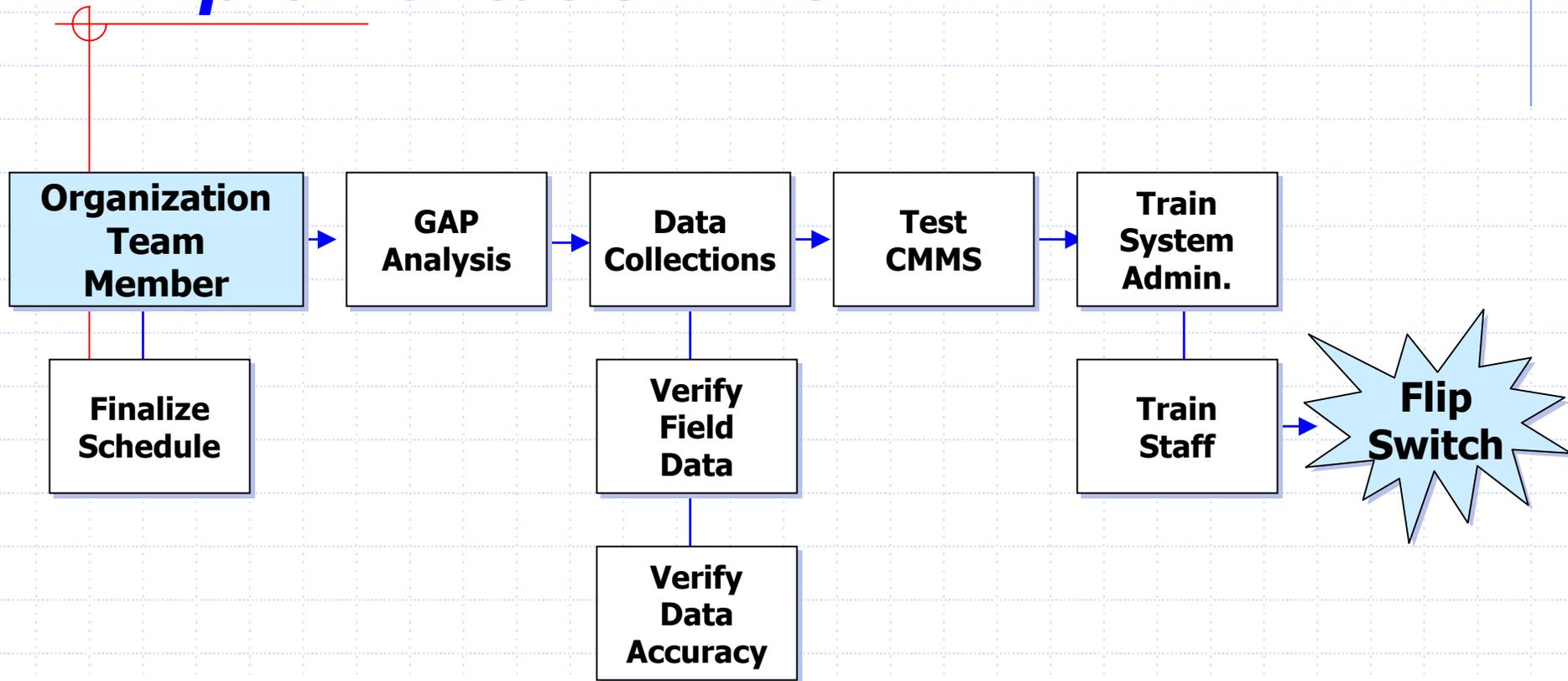


# ***LAAFB: IS Requirements***

- Centrally controlled by Communications Sq
- Rigid hardware standards
- Fiber backbone
- Robust intranet
- Very restrictive firewalls for internet
- All servers centralized
- Data bottle neck between geographic areas



# Implementation Flow





# Summary

- Form/Select the Team
- Do your homework first – Get It Right!
- Select system and implementation method that fits your requirements
- **Hire help but invest enough of your own time and energy so you will own the system by time of startup**
- Don't be driven by cost - Be driven by Quality



# *Benefits of Partnering*

- Tremendous improvement in Customer Service
- Reduced emergency calls
- Increased Maintenance Awareness
  - ◆ Predictive
  - ◆ Preventative Maintenance
- Enhanced budget process
- More Flexibility - Responsive
- Better working environment
- Improved Quality / More Profit
  - ◆ Less work for all involved





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