



# OPERATING AND MAINTENANCE PROCEDURES

*Delivering operational value through formal operating and maintenance procedures.*

An organisation places itself at risk when formal operating and maintenance procedures are not in place. When assets are not maintained or operated correctly, it can result in:

- Assets being utilised outside of their design parameters; and
- Asset damage caused by incorrectly operating or maintaining the asset.

This risk increases when skilled and experienced technicians or operators retire, leaving new operators and technicians without the knowledge or guidance to operate and maintain the assets correctly over their lifetime.



Bureau Veritas uses the following input information to develop formal operating and maintenance procedures for clients:

- Process licence holder manuals;
- Machine manufacturers' manuals;
- Interviewing the individuals that perform the tasks;
- Witnessing the physical tasks; and
- Evaluating safety, health, environmental and quality (SHEQ) risks associated with each task.

The procedures are documented in a standardised format, describing step-by-step instructions for executing the maintenance and operating activities. Ideally, all processes should have a procedure to ensure that tasks are performed consistently and to the same standard every time. The complexity of the processes dictates which procedures need to be conducted first.

All equipment should have maintenance procedures in place to mitigate the risk of unplanned downtime, injury or a catastrophic incident.

## Key benefits

- Assets are maintained and operated as intended by the manufacturer and process licence holder,
- Tasks are performed in a consistent manner and according to the same standard every time,
- The procedures can be used to train new maintenance technicians and operators,
- The procedures can be used to conduct task observations,
- The probability of work-related injuries or catastrophic incidents is reduced.

## Related services

- Process safety critical equipment (PSCE)
- Asset maintenance strategies and plans