









Building Asset Knowledge

Considerations of building better knowledge

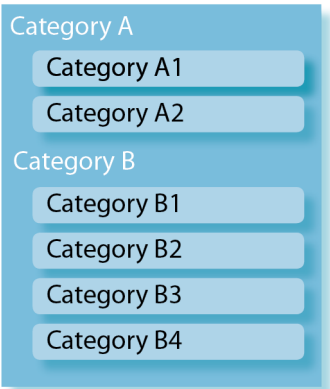
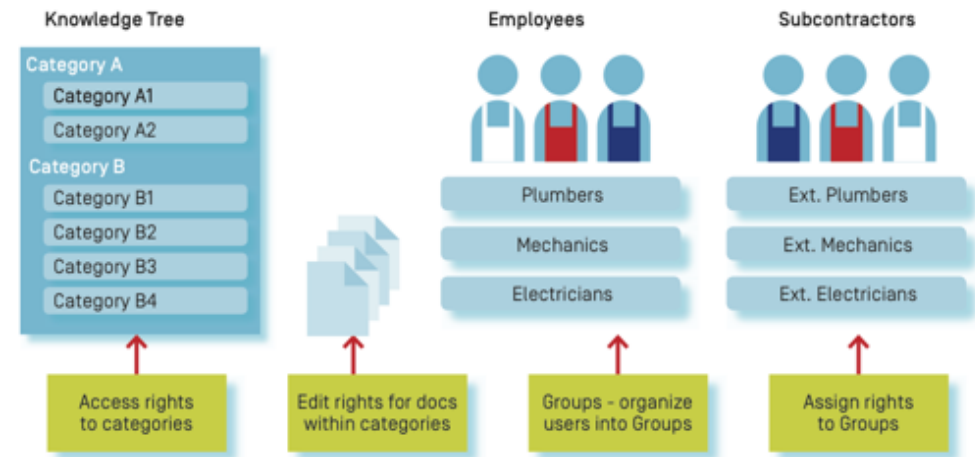
<p>Decide the knowledge needed: for example</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>Improve existing, legacy documents</p> <ul style="list-style-type: none"> • Mass load PDF's, Word & other documents to Mtv • Deliver to field, accept edits & enhancements </div> <div style="text-align: center;">  <p>Build troubleshooting guides</p> <ul style="list-style-type: none"> • Identify the top problems • Make calls for knowledge, observations...ideas • Build documents </div> <div style="text-align: center;">  <p>Collect specific knowledge</p> <ul style="list-style-type: none"> • Condition, process, audit • Maintenance needs • Use forms, build templates to deliver to mobile </div> </div> <p><small>© MaintenanceTV April 1, 2016 P2</small></p>	<p>What is the starting point? With the "Manuals on Mobile" program you can start within hours to deliver the existing information to the mobile. Users can now edit & enhance the documents – subject to vetting when the documents are synced. Better Troubleshooting is usually a quick path to cutting costs and raising technician safety and productivity – or you may require specific knowledge which can be collected with Forms</p>
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Technicians in the field can capture knowledge easily

		
<p>Start a Mtv document by: Snapping photos, add audio annotations Record strange noises...</p>	<p>Work on any device, drop safety symbols to the document</p>	<p>Sync and the document will be picked up by a SME (Subject Matter Expert) for further examination, validation...and finally a new knowledge will be created.</p>




Organising the Knowledge

<p>Knowledge Tree</p> 	<p>The Knowledge Tree Documents (which includes any kind of knowledge such as videos, pictures etc.) are organized in Mtv in the Knowledge Tree that resembles the hierarchical structure of folders on a hard disk. You may create as many folders and as many levels as required (access rights and edit rights can be limited).</p> <p>The Knowledge Tree can thus:</p> <ul style="list-style-type: none">• Import an equipment tree• Provide logical folders for topics, such as Health & Safety• Make it easy to file other information such as Company Policy, Holiday rules etc
<p>The Complete View</p> 	

Users can be managed with a number of tools, such as Groups and Access rights (there are other tools: language, entities...) and thus SMEs (Subject Matter Experts) can be created in groups to


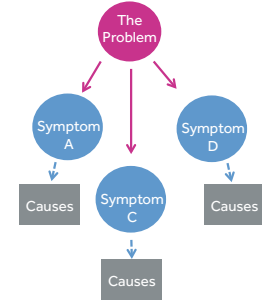


Manuals & Legacy documents – edit and enhance

	<p>Mtv's Manual's on Mobile</p> <p>The mass injection of your existing documentation for mobile use can be carried out within a few hours by our mass import program (see details on our website).</p> <p>This means that usually within a few hours (if the data is organized in files or folders) all existing manuals, PDF's, Word documents can be imported into the Mtv Knowledge Tree for use in the field – offline.</p> <p>Users have the ability to edit and enhance documents with the Mtv tools available on the mobile</p>
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Troubleshooting/Diagnostics

Step-by-step troubleshooting guides will have the most immediate impact on technician effectiveness in the field. With its collaborative methodologies and dashboard information, it is easy to collect nuggets of information from many users and compile a comprehensive troubleshooting guide.

<p> Build troubleshooting guides</p> <ul style="list-style-type: none">• Mtv Analytics tools to identify what problems are causing the most cost• Make calls for digital collaboration• Build, converse, iterate and build again• Recognise contributions• Build structured guides with input• Test in field, continue to improve  <p>© MaintenanceTV April 3, 2016 P4</p>	<p>For every problem there are symptoms and causes, sometimes many symptoms and many causes. By making calls to the field you will received nuggets of information that can be pieced together to create a complete picture.</p>
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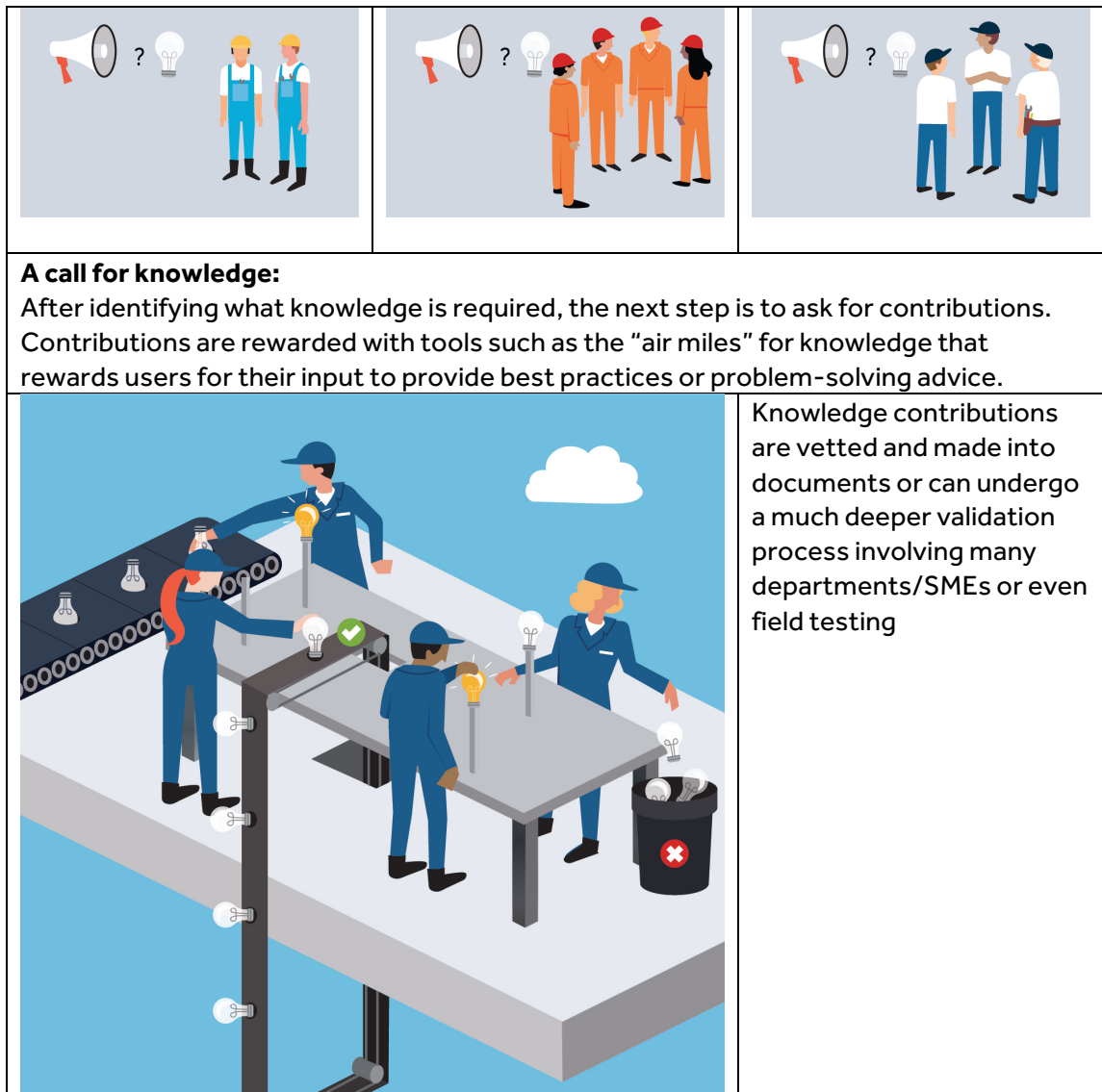
Where and how do we get the best results?

Start with the Mtv Analytics which will identify the “gangsters” – the failures that are causing the biggest problems The best approach is the analytical one that Mtv offers to customers – an analysis of call-outs, work order execution and even spare parts usage will indicate what the real “gangster” problems are and also how to do solve them.



For each of the problems a chart is created to show the current state of the knowledge

Knowledge Production and “packaging” into media-rich, stepwise documents





With the formatting tools decide the formatting required: troubleshooting guides, checklists, competency tests, procedures...

The result – a troubleshooting guide

See the video

<https://vimeo.com/136704875>

Collect Specific Knowledge

A wide range of information on assets or processes can be collected with Mtv Forms or Templates. Data is structured by fields or prompts for the user to collect specific information. An example is Condition Assessment:

The template is constructed as required

Drop down or choice lists to minimise error

Asset Registration Template - Dec 14, 2015 11:46	
Asset Registration Template - Dec 14, 2015 11:46	
Information	
Asset#	YOURCO-SITE1-00049
Barcode Number	01511
Asset Name	Thermo 1
Asset Class	HVAC - Thermostats
Asset Description	Thermostats1
Identification	
Manufacturer	Schneider Electric



Once completed in the field, the template is synced and saved into the Mtv Knowledge Tree.:

...choosing a category to save to:

Drill down through the categories...

Choose a category...

...and save

Name	Document type	Author	Rating	Description
Sound & video of engine not starting - Volvo	Generic	Justin Woods	★★★★★	
q_Engine Problem	Generic	Justin Woods	★★★★	

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The Template

Almost any field can be incorporated into a template and any media element can be catered for (photo, video, audio, Mtv diagram/sketch...). Thus a template can be highly varied and collect rich information from the field.

In the interests of reducing human error in the field a standard dictionary of terms can be compiled. For instance, pre-defined values for asset categories or families, cost centres, asset status, condition, manufacturers and even asset descriptions – see list attached.