CONCEPT

Maintenance Workshop Management: Job Cards, Tool Crib, Repair Quality and Shop KPIs

11 – 15 January 2027
London - Central London four-star



Maintenance Workshop Management: Job Cards, Tool Crib, Repair Quality and Shop KPIs

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Introduction:

Maintenance workshop management decides how fast failed pumps, motors, gearboxes and vehicle units return to service. In many repair shops, jobs arrive without a job card, benches fill with half-stripped components waiting for parts, special tools go missing, torque wrenches run past their calibration date and the same valve comes back twice in a month. This Core Concept course equips workshop supervisors and engineers to control shop intake, load benches and bays, allocate technicians by skill, protect tools and quality, and measure turnaround. Participants build a Workshop Improvement Plan and KPI Board for a case repair shop.

Course Objectives:

- Organise the repair shop's layout, bays and job intake so every incoming component carries a complete job card and a clear priority
- Load benches, bays and machine tools each day and allocate technicians against a skills matrix to cut component waiting time
- Run the tool crib, special tools register, consumables issue and workshop instrument calibration so jobs are not stopped by missing or out-of-tolerance items
- Apply repair quality checks, sign-off gates and repair-or-replace criteria to each component leaving the shop
- Track rework, repeat failures, shop wrench time and turnaround, and act on the causes found
- Build a Workshop Improvement Plan and a KPI board that supervisors use in daily shop meetings

Target Audience:

- Supervisors who run a central repair shop and assign bench, machining and fitting work each shift
- Foremen who lead mechanical, electrical or instrument repair crews in area or field workshops
- Maintenance engineers who approve repair scopes, repair-or-replace decisions and component release
- Senior technicians preparing to take charge of a workshop bay or mobile repair unit
- Tool crib and workshop stores coordinators who issue tools, consumables and spares to repair jobs
- Workshop safety representatives who inspect lifting gear, hot work areas and machine guards

Course Outline:

Day 1: The Repair Shop in the Maintenance Organisation

- Central, Area and Field Workshop Roles: What Each Repair Shop Should and Should Not Do
- Workshop Layout Review: Receiving Bay, Strip-Down Benches, Machine Shop, Test Bench and Dispatch
- Component Flow Mapping From Arrival Tag to Return-to-Store
- Shop Capacity Sketch: Benches, Bays, Machine Tools and Crew Hours per Shift
- Current-State Workshop Health Check With a Supervisor Walk Sheet

Day 2: Job Cards, Shop Loading and Technician Allocation

- Job Card Design: Fault Description, As-Found Condition, Parts Used, Hours and Sign-Off
- Shop Intake Rules: Tagging, Priority Codes and Rejection of Incomplete Requests
- Daily Bench and Bay Loading Board With Queue, In-Work, Waiting-Parts and Ready Columns
- Technician Skills Matrix: Trade, Level, Authorisations and Cross-Training Gaps
- Job Allocation Rules for Mixed Mechanical, Electrical and Machining Repairs

Day 3: Tool Crib, Workshop Instruments, Consumables and Repair Quality

- Tool Crib Control: Tool Register, Shadow Boards, Issue and Return Records and Loss Tracking
- Special Tools and Jigs Register: Location, Condition and Reservation for Overhauls
- Workshop Instrument Calibration: Torque Wrenches, Micrometers, Gauges and Recall Labels
- Consumables and Spares Issue at the Shop Counter: Kits, Min-Max Bins and Cost Coding
- Repair Quality Gates: Dimensional Checks, Test Bench Runs and Supervisor Release Signature

Day 4: Rework, Repair-or-Replace Decisions, Shop Safety and Productivity

- Rework and Repeat-Failure Log: Returned Components, Warranty Returns and Cause Coding
- Repair-or-Replace Decision Sheet: Repair Cost, Remaining Life, Lead Time and Spare Availability
- Workshop Safety Controls: Lifting Gear Inspection, Hot Work Permits, Machine Guarding and Housekeeping
- Shop Wrench Time Sampling: Travel, Waiting, Searching for Tools and Paperwork Delays
- Workshop KPI Set: Turnaround Time, Shop Backlog, Rework Rate and Cost per Job

Day 5: Case Repair Shop: Workshop Improvement Plan and KPI Board

- Case Repair Shop Data Pack: Job Cards, Tool Loss Records, Rework Returns and Bay Photographs
- Loss Analysis of the Case Shop: Waiting, Rework, Missing Tools and Overdue Calibration
- Daily Shop Meeting and Supervisor Routine Design: Agenda, Standards and Follow-Up Checks
- Workshop KPI Board Build With Targets, Owners and Visual Status
- Workshop Improvement Plan Presentation and Peer Challenge

Skills You Will Gain:

- Repair Shop Flow Mapping
- Job Card Control
- Bench and Bay Loading
- Technician Skills Planning
- Tool Crib Management
- Workshop Calibration Control
- Repair Quality Release
- Workshop Performance Measurement

Why Attend This Course:

- Take back a Workshop Improvement Plan and KPI Board built on a realistic repair shop case
- Shorten component turnaround by removing waiting for parts, tools and sign-off
- Stop repeat repairs from leaving the shop by running quality gates and a rework log that the whole crew uses
- Compare workshop practice with supervisors from process plants, utilities, fleet depots and facilities teams

Conclusion:

A repair shop performs when every job arrives with a clear job card, benches are loaded on purpose, tools and instruments are ready and no component leaves without a quality release. The course moves from the workshop's role and layout, through intake, loading and technician allocation, to tool crib, calibration, consumables and quality gates, then to rework, repair-or-replace decisions, safety and shop productivity. The final day applies these methods to a case repair shop and produces a Workshop Improvement Plan and KPI Board for the daily shop meeting.