Step 1

**The Quick-Start Guide to**

**Predictive Maintenance 4.0**

**WORKSHEET 1**

# **Who needs to be convinced?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Department | Role | What is the #1 problem they want to fix? | What might make them resist this project? |
| Bob White | baggage handling | maintenance technician | spot belt misalignment before it damages the belt so badly it has to be replaced | proud of his ability to “hear” tiny changes in belt alignment |
| Jane Davidson | baggage handling | cluster manager | no budget to replace retiring technicians, needs to lower the maintenance workload to keep up | 1. monthly vibration measurements haven’t helped enough, why would a new system be any better? 2. cost of system given a shrinking budget |
| Tim Mason | baggage handling | customer service manager | passenger frustration when baggage is delayed | no issues |
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