"This week of training has helped me to see the reality of where we are as a maintenance organization and where we need to improve to become a world-class organization."
— Monte Dixon, Maintenance Planner and Scheduler, Savannah Airport Commission, Savannah GA

ANNOUNCES ...

The ADVANCED DIPLOMA in MAINTENANCE & RELIABILITY MANAGEMENT

This prestigious diploma provides you with the most hands-on, practical, and cutting-edge maintenance and reliability management education.

- Three one-week modules leading to an advanced Diploma in Maintenance and Reliability Management
- Continue to develop your professional career at NC State University
- Join hundreds of satisfied graduates from similar programs at NC State University
- One of the few programs of its kind in the United States
- Designed for working professionals
- Can be completed in less than one year
- Opportunity to take the CMRP exam

NEW STUDENTS ENROLL NOW!

Take these three sessions in any sequence you choose.

MRM I: April 4–8, 2011
MRM II: September 19–23, 2011
MRM III: January 23–27, 2012

McKimmon Conference & Training Center
NC State University, Raleigh, NC

REGISTER TODAY! On-line at ContinuingEducation.ncsu.edu, Call 919.515.2261, or Fax your registration form to 919.515.7614.
The ADVANCED DIPLOMA in MAINTENANCE & RELIABILITY MANAGEMENT

About the Diploma Program
NC State University and Marshall Institute provide you with this comprehensive three-week diploma program that will develop your maintenance and reliability knowledge and sharpen your leadership skills for today’s increasingly competitive global marketplace. You will be exposed to real-world examples and provided with practical knowledge and skills applicable in your plant or facility. Earning this diploma will represent solid evidence of your successful completion of the course requirements and will illustrate your dedication to become more knowledgeable in the field of maintenance and reliability management.

Why You Should Attend
The challenges facing you in today’s modern process and manufacturing industries are complex and asset intensive, requiring you to know how to maintain them in a manner that maximizes uptime while minimizing operational costs. In addition, your plant and facility must be maintained so that process safety and asset integrity are not compromised. As a well trained maintenance and reliability professional, you’ll be prepared to accomplish these objectives and more!

Special Benefits to You
- Develop your personal knowledge and greatly increase your value to your organization
- Earn your diploma from a distinguished university
- Receive the Maintenance and Reliability Management Diploma upon successful completion of three, one-week modules on maintenance, reliability, and engineering management
- Gain exposure to current and emerging trends in maintenance and reliability as it relates to process and manufacturing industries
- Provide the credentials to your employer or prospective employer demonstrating that you have the managerial knowledge for today’s maintenance and reliability profession
- Network with other maintenance and reliability professionals
- Take the CMRP exam

What Makes This Program Unique
- Taught in a university environment dedicated to the continuing development of working professionals
- Delivered by experienced maintenance and reliability professionals from Marshall Institute Inc.
- Flexible course designed for the working professional

Pre-course assignments will be required upon enrollment for each module. A test will be administered at the end of each module. After successful completion of the program, you’ll be awarded a diploma from the Office of Professional Development at North Carolina State University and Marshall Institute. In addition, you will receive an opportunity to sit for the Society for Maintenance and Reliability Professionals’ certification or the CMRP exam.

Who Should Attend
- Operations vice presidents and managers
- Production vice presidents and supervisors
- Engineering vice presidents
- Maintenance directors, managers, supervisors, engineers, superintendents and personnel
- Reliability managers and engineers
- Manufacturing managers
- Storeroom managers
- Continuous improvement managers
- TPM coordinators
- Plant engineers
- And anyone whose job involves safely and reliably maintaining a process or manufacturing operation

NOTE: The weekly sessions do not have to be taken in sequence but you must complete all the requirements within a three-year period from the first module you take.
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<th>MRM I:</th>
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<td><strong>Areas of Concentration</strong>&lt;br&gt;• Strategic Maintenance Leadership&lt;br&gt;• World-Class Maintenance&lt;br&gt;• Total Productive Maintenance/Total Process Reliability</td>
<td><strong>Areas of Concentration</strong>&lt;br&gt;• Maintenance Planning and Scheduling&lt;br&gt;• Storeroom Control&lt;br&gt;• Lean Maintenance&lt;br&gt;• Measures and Metrics</td>
<td><strong>Areas of Concentration</strong>&lt;br&gt;• Preventive/Predictive Maintenance&lt;br&gt;• Reliability-Centered Maintenance/PM Optimization&lt;br&gt;• Maintenance Prevention/Reliability Engineering</td>
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<td><strong>Attend and You Will Learn</strong>&lt;br&gt;• A comprehensive maintenance and reliability framework&lt;br&gt;• Key elements of a world-class maintenance and reliability program&lt;br&gt;• What it takes to become world-class&lt;br&gt;• Fundamentals of change management&lt;br&gt;• Implementation strategies&lt;br&gt;• How to develop a business strategy&lt;br&gt;• Leadership principles for managers in operations, maintenance and engineering&lt;br&gt;• Budgeting fundamentals</td>
<td><strong>Attend and You Will Learn</strong>&lt;br&gt;• Integration of the computer-ized maintenance management system (CMMS) and the work processes&lt;br&gt;• Work preparation and planning&lt;br&gt;• How to schedule maintenance activities&lt;br&gt;• Implementation of an effective and efficient storeroom operation&lt;br&gt;• Tools for identifying waste in work processes&lt;br&gt;• Equipment criticality analysis and work prioritization&lt;br&gt;• How to measure maintenance processes</td>
<td><strong>Attend and You Will Learn</strong>&lt;br&gt;• The concept of risk as it relates to maintenance and reliability&lt;br&gt;• Risk and reliability strategies for your plant or facility&lt;br&gt;• Principles and techniques of condition-based maintenance&lt;br&gt;• Maintenance strategy optimization techniques&lt;br&gt;• Design for reliability and early equipment management concepts&lt;br&gt;• Reliability statistics for managers&lt;br&gt;• Root cause analysis concepts and tools</td>
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**What MRM Students Have Said About the Course . . .**

“The course content was helpful to me in providing meaning to a lot of initiatives and programs that my company practices but for which little or no training or explanations were provided.”

― Edward Watkins, Outage Planning and Scheduling Manager, New York Power Authority, Lewiston, NY

“The material presented is relevant and can be immediately applied to improve our maintenance effectiveness.”

― James Robertson, Manager, Engineering and Maintenance, Lanxess Corporation, Goose Creek, SC

“MRM II provides you with valuable tools to help improve your maintenance organization. Real-world examples show how the ‘rubber meets the road’ in applying these principles.”

― Christopher Payne, Process Improvement Engineer, Bush Brothers & Company, Dandridge, TN

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Also Offered by Marshall Institute, Inc.

• Achieving Total Process Reliability Through TPM
• Planning & Scheduling
• Supervising Maintenance
• Preventive/Predictive Maintenance
• Sustainable Solutions to Storeroom Operations
• …and more
Depending on your Internet service provider and/or your personal e-mail settings...

e-mails from NC State University in regard to this registration process may be considered unsolicited and not be delivered to your in-box. If you do not receive an e-mail confirmation from NC State University within five business days, please check your spam file if you have one, or you may contact us at 919.515.2261 with any questions about your registration status.

For more information, you can also visit our website at ContinuingEducation.ncsu.edu or call 919.515.2261.

If you are a person with a disability...

and desire any assistive devices, services or other accommodations to participate in these courses, please call 919.515.2261 during business hours (8 a.m. to 5 p.m. EST) or ContinuingEducation@ncsu.edu to discuss accommodations at least two weeks in advance.

Credits You Can Earn

Individuals satisfactorily completing each course will be eligible for 4.0 CEUs and 40 PDHs. For more information, please visit our website at: ContinuingEducation.ncsu.edu or call 919.515.2261.

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We realize how valuable your time and money are and that you and your organization expect to get a return on your investment. We promise that you will be completely satisfied with your learning experience or we will make it right—guaranteed!

Your registration fee includes...

all class materials in a MRM diploma tote bag, lunches and breaks.

Bring These Topics On-Site

Arrange to have topics from these courses presented at the location of your choice.

Benefits Include

• Custom-tailored instruction
• Convenience
• Substantial savings over public prices if you train 10 or more of your people

Contact Andy Billingsley at 919.513.5080 or Andrew_Billingsley@ncsu.edu for more information.
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Check course(s) you will be attending:

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☐ MRM II  September 19–23, 2011  $1,995/$1,795*  MMRMDF12/MMRM2F12
☐ MRM III  January 23–27, 2012  $1,995/$1,795*  MMRMS12/MMRM3S12

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Work Address ______________________________________________________________________

City ___________________________________ State ___________ Zip _____________
Telephone ___________________________ Fax _________________________________

E-mail  __________________________________________________________________________

Name, Phone Number & E-mail of Your Approving Manager ____________________________
________________________________________________________________________________
________________________________________________________________________________

* In lieu of SSN, your date of birth is required as a personal identifier for internal record keeping by this university.

I wish to take the CMRP exam (Exam fee is a separate cost) Please email Rinnette Lowder at RLowder@Marshallinstitute.com, for more information.

How to Enroll

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ContinuingEducation.ncsu.edu

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Method of Payment

Payer:  ❑ Company  ❑ Self

Payment must accompany registration and must be received by the first day of the program.

The easiest way to guarantee your place is to pay with a credit card.

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❑ Diners Club

Corporate Card ❑ Yes  ❑ No

Account # (Please list all numbers)
Exp. Date ____________________________

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Amount Charged $ __________________

Cardholder’s Name (please print)
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Cardholder’s Signature (required) (Seal)

❑ Check Enclosed (U.S. banks only)  
(Do not fax)
(Payable to NC State University)

Write the name(s) of the participant(s) on face of the check(s).

❑ If you wish to pay by purchase order, please submit your purchase order and this registration form by mail or fax them to 919.515.7614.

❑ MI (Marshall Institute employees only)
❑ IDT (NC State University employees only)

OUC # ____________________________

Project (FAS) # ____________________
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Join hundreds of satisfied graduates from similar programs at NC State

One of the few programs of its kind in the United States

Designed for working professionals

Can be completed in less than one year

Opportunity to take the CMRP exam

“Very informative; this class information will be a great asset to use in my job. Very beneficial.”

— Gene Bass, Reliability Engineer, Merck, Wilson, NC

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