

Backlog Management

Too much backlog indicates excessive delay in response to customer needs and ultimately becomes DEFERRED Maintenance which results in asset deterioration and distrust in the system. People respond to the mistrust by marking every work order as an emergency which drives the work force in to a reactive mode.

Total backlog should be less than 8 weeks per craft type. Ready backlog should be less than four and greater than 2 weeks per craft type. Backlog is managed.

If total backlog is too high, planning resources should be increased through overtime, temporary assistance or outside services. If Ready backlog is too high, craft resources should be reviewed and resources should be increased.

Backlog is a key metric for Planning and Scheduling and achieving Operational Excellence. Planner and Schedulers are keepers of the data, but cannot do it alone. Operations must partner with Maintenance to provide timely access to equipment, identify issues when they are small to provide lead time for planning and scheduling and helping to set priority of the work. The goal of Backlog management is to increase technician's efficiency and to insure business priorities are being addressed.