ABSTRACT

Maintenance today has become sophisticated with the introduction of modern equipment and diagnostic tools. However, this sophistication is limited to the technical and engineering aspects. Management of the maintenance department has not matched this sophistication and, in fact, relies on inefficient, manual systems which are inadequate. This study shows that a Computerized Maintenance Management System can reduce the time-consuming activities of updating base information, calculating planned requirements, and tracking information about completed work. Other advantages of such a system are reduction in clerical costs, better quality and quantity data handling, faster response to data changes, and constant availability for data input and information retrieval. This dissertation is aimed at filling the gap that currently exists in the computerization of management functions, i.e. the management of a maintenance department. The research involves a study of the maintenance department of a large organisation as a case study which was conducted by interviewing maintenance personnel to identify their needs and developing a detailed working plan for implementation and recommendation.