

HOOLDUS. HOOLDUSE VÕTMENÄITAJAD

Maintenance - Maintenance Key Performance Indicators

## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

See Eesti standard EVS-EN 15341:2019 sisaldab Euroopa standardi EN 15341:2019 ingliskeelset teksti.	This Estonian standard EVS-EN 15341:2019 consists of the English text of the European standard EN 15341:2019.
Standard on jõustunud sellekohase teate avaldamisega EVS Teatajas	This standard has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation.
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ICS 03.100.99

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English Version

## Maintenance - Maintenance Key Performance Indicators

Maintenance - Indicateurs de performance clés pour la  
maintenance

Instandhaltung - Wesentliche Leistungskennzahlen für  
die Instandhaltung

This European Standard was approved by CEN on 14 July 2019.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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## European foreword

This document (EN 15341:2019) has been prepared by Technical Committee CEN/TC 319 “Maintenance”, the secretariat of which is held by UNI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by February 2020, and conflicting national standards shall be withdrawn at the latest by February 2020.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 15341:2007.

The main technical changes compared to the previous EN 15341:2007 are the following:

- the standard was fully revised;
- the vision on all the Maintenance Components was enlarged, structuring the standard in a more complete way maintaining the economical, technical, organizational KPI of the previous edition.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

## Introduction

Maintenance Key Performance Indicators (KPI) of the Maintenance Function apply to all the physical assets either industrial, infrastructures or civil buildings or transportation systems, etc.

These indicators should be used to:

- a) measure the status;
- b) compare (internal and external benchmarks);
- c) diagnose (analysis of strengths and weaknesses);
- d) identify objectives and define targets to be reached;
- e) plan improvement actions;
- f) regular measurement of changes over time.

Maintenance of software alone is not covered in this document. However, maintenance of items and systems containing software is considered.

## 1 Scope

This document lists Key Performance Indicators (KPIs) of the Maintenance Function and gives guidelines to define a set of suitable indicators, to appraise and to improve effectiveness, efficiency and sustainability in the maintenance of the existing physical assets either industrial, infrastructures, facilities, civil buildings or transportation systems, etc. in the framework of the external and internal influencing factors.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 13306:2017, *Maintenance — Maintenance terminology*

EN 15628:2014, *Maintenance — Qualification of maintenance personnel*

IEC 60050-192:2015, *International Electrotechnical Vocabulary (IEV) — Part 192: Dependability*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 13306:2017 and in IEC 60050-192:2015, and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

### 3.1

#### **asset**

<physical> item that has potential or actual value for the organization

[SOURCE: EN 13306:2017, 3.2]

### 3.2

#### **main area**

fundamental part of a management discipline, which represents the more important knowledge and competence to achieve and maintain an excellent status within existing influencing factors

### 3.3

#### **indicator**

quantitative or qualitative measure of a characteristic or a set of characteristics of a phenomenon or performance of activities, according to defined criteria or a given formula or questionnaire

Note 1 to entry: The indicator is a tool for development and implementation of a strategy for monitoring progress towards the goals outlined in the strategy.