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English Version

Maintenance - Qualification of Maintenance personnel

Maintenance - Qualification du personnel de la
maintenance

Instandhaltung - Qualifizierung von
Instandhaltungspersonal

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Foreword

This document (CEN/TR 15628:2007) has been prepared by Technical Committee CEN/TC 319 "Maintenance", the secretariat of which is held by UNI.

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Introduction

At the time of the publication of this report, there are more than twenty Maintenance Societies in Europe, and each of them is active in education and training on a national level. In view of the ongoing developments in European integration, training and qualification of maintenance personnel should be carried out within a more structured framework of mutually accepted European guidelines.

In the last years of the 20th century an initiative was taken to develop European guidelines for qualifying maintenance personnel at a management level. This project is still progressing with great success. One of the reasons for this success is that the qualification procedure has no link with any national school system hindering the initiative. In fact all individuals have a right to make an application to enter the examinations arranged by the National Member Societies.

At the beginning of the 1990s, the Societies decided uniformly, to categorize the European maintenance personnel into three levels and to link these levels to national school systems.

The following three levels were described:

- The European Maintenance Technician.
- The European Maintenance Supervisor.
- The European Maintenance Manager.

The European Maintenance Technician is a craft person with at least two years of practical experience in maintenance and sufficient theoretical knowledge to independently perform and coordinate maintenance activities (responsible for short term decisions and communication).

The European Maintenance Supervisor is a person with at least two years of practical experience in maintenance and possesses sufficient theoretical knowledge to independently perform and coordinate maintenance projects (responsible for medium term decisions).

The European Maintenance Manager is a person with an approved engineering background and sufficient theoretical knowledge to perform and co-ordinate maintenance.

Each country has to apply its National regulations.

1 Scope

The scope of this document is to report about the current situation for defining the competence levels for personnel operating in maintenance and the knowledge levels required to be addressed to carry out those competencies.

2 Normative references

The following referenced documents are indispensable for the application 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 13269, *Maintenance - Guideline on preparation of maintenance contracts*

EN 13306:2001, *Maintenance terminology*

EN 13460, *Maintenance – Documents for maintenance*

EN 15341, *Maintenance – Maintenance Key Performance Indicators*

EN ISO 9000:2005, *Quality management systems - Fundamentals and vocabulary (ISO 9000:2005)*

EN ISO 9001, *Quality management systems – Requirements (ISO 9001:2000)*

EN ISO 14001, *Environmental management systems - Requirements with guidance for use (ISO 14001:2004)*

IEC 60050-191:1990, *International electrotechnical vocabulary; chapter 191: dependability and quality of service*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 13306:2001, IEC 60050-191:1990 and EN ISO 9000:2005 apply.

4 Three competence levels for qualification of Maintenance personnel

This document lists the knowledge requirements proposed to be incorporated within maintenance training. There are three proposed levels of competence. The knowledge requirements are typically covered within the following education systems, see Table 1: