

## UNIVERSITI TEKNIKAL MALAYSIA MELAKA

# Autonomous Maintenance Programme for Drilling Machine

Report submitted in accordance with the requirements of the Universiti Teknikal Malaysia Melaka for the Bachelor's Degree in Manufacturing Engineering (Manufacturing Management)

By

## Hafiziana Binti Othman

Faculty of Manufacturing Engineering April 2008

MALA	YSIA M.
KWIA	ELAKA
TI TE	
SAJAINO	-

### UNIVERSITI TEKNIKAL MALAYSIA MELAKA (UTeM)

### BORANG PENGESAHAN STATUS TESIS\*

### JUDUL: AUTONOMOUS MAINTENANCE PROGRAMME FOR DRILLING MACHINE

### SESI PENGAJIAN: 2007/2008

### Saya HAFIZIANA BINTI OTHMAN

mengaku membenarkan tesis (PSM/Sarjana/Doktor Falsafah) ini disimpan di Perpustakaan Universiti Teknikal Malaysia Melaka (UTeM) dengan syarat-syarat kegunaan seperti berikut:

- 1. Tesis adalah hak milik Universiti Teknikal Malaysia Melaka.
- 2. Perpustakaan Universiti Teknikal Malaysia Melaka dibenarkan membuat salinan untuk tujuan pengajian sahaja.
- 3. Perpustakaan dibenarkan membuat salinan tesis ini sebagai bahan pertukaran antara institusi pengajian tinggi.
- 4. \*\*Sila tandakan ( $\sqrt{}$ )

SULIT	(Mengandungi maklumat yang berdarjah keselamatan atau kepentingan Malaysia yang termaktub di dalam AKTA RAHSIA RASMI 1972) (Mengandungi maklumat TERHAD yang telah ditentukan oleh organisasi/badan di mana penyelidikan dijalankan)
√ TIDAK TERHAD	
(TANDATANGAN PEN	IULIS) Disahkan oleh:
Alamat Tetap:	(TANDATANGAN PENYELIA)
PETRA JAYA, 93050,	Cop Rasmi:
<u>KUCHING, SARAWAK.</u> DATE: 29 APRIL 2008	Tarikh:
* Tesis dimaksudkan sebagai tesis b disertasi bagi pengajian secara keri	agi Ijazah Doktor Falsafah dan Sarjana secara penyelidikan, atau a kursus dan penyelidikan, atau Laporan Projek Sarjana Muda (PS

disertasi bagi pengajian secara kerja kursus dan penyelidikan, atau Laporan Projek Sarjana Muda (PSM) \*\* Jika tesis ini SULIT atau TERHAD, sila lampirkan surat daripada pihak berkuasa/organisasi berkenaan dengan menyatakan sekali sebab dan tempoh tesis ini perlu dikelaskan sebagai SULIT atau TERHAD.

## DECLARATION

I hereby, declared this report entitled "Autonomous Maintenance Programme for Drilling Machine" is the results of my own research except as cited in references.

Signature	:	
Author's Name	:	Hafiziana Binti Othman
Date	:	

## APPROVAL

This PSM submitted to the senate of UTeM and has been as partial fulfillment of the requirements for the degree of Bachelor of Manufacturing Engineering (Manufacturing Management). The member of the supervisory committee is as follow:

(Mr.Wan Hasrulnizzam Bin Wan Mahmood) (Official Stamp & Date)

## ABSTRACT

This project is performed as a preliminary study on 16/20 mm drill press machine towards Autonomous Maintenance. This project covers *Fuguai* or abnormalities investigation and the remedy for continuous improvement. For analysis, the *Fuguai* have been divided into three main categories which are physical, safety and function. The results on seven weeks of observation show that *Fuguai* for physical is the most critical, followed by safety and function. Almost all of *Fuguai* have been eliminated; however, there are several *Fuguai* that can not be eliminated because of higher technical knowledge required, new part replacement and others.

## ABSTRAK

Projek ini dikendalikan sebagai kajian asas penyelengaraan sendiri (AM) ke atas mesin gerudi (16/20 mm). Projek ini merangkumi penyiasatan *Fuguai* dan cara-cara untuk mengatasi masalah secara berterusan. *Fuguai* telah dibahagikan kepada tiga kategori utama; iaitu fizikal, keselamatan dan fungsi sebagai analisis. Kajian selama tujuh minggu menunjukkan bahawa *Fuguai* fizikal adalah yang paling kritikal, diikuti keselamatan dan fungsi. Hampir kesemua *Fuguai* telah diselesaikan. Walau bagaimanapun, terdapat beberapa *Fuguai* yang tidak dapat dieselesaikan kerana memerlukan pengetahuan teknikal yang tinggi, penggantian komponen baru dan sebagainya.

## **DEDICATIONS**

*For my beloved family especially to my parents:* Mr. Othman Bin Mohd.Noor and Mrs. Dayang Ling Bt.Awang Bujang

> *For my supervisor:* Mr. Wan Hasrulnizzam B. Wan Mahmood

*For my friends in UTeM:* Especially for the BMFU students

## ACKNOWLEDGEMENTS

In the name of Allah S.W.T, the creator of all creations, all praises to Him, the Most Merciful and the Most Blessing, Alhamdulillah I had completed this project successfully.

First of all, I would like to thank my beloved parents, Mr. Othman Bin Mohd. Noor and Mrs. Dayang Ling Bt.Awang Bujang for their full support and to always there for me in giving ideas.

I would as well like to thank all UTeM lecturers and staffs especially to my PSM Supervisor, Mr. Wan Hasrulnizzam Bin Wan Mahmood for his enthusiastic support and great supervision and bunch of thanks to my second examiner too, Mr.Khairul Anwar Bin Rahman.

I am gratefully acknowledging UTeM students for sharing their knowledge and for their constructive critics and suggestions. Without all of you, I possibly will not achieve what I have today.

Thank you again.

Hafiziana Binti Othman

## **TABLE OF CONTENTS**

Approval.      .iv        Abstract.      .v        Abstrak      .vi        Dedications.      .vii        Dedications.      .viii        Acknowledgements.      .viii        Table of Contents.      .viii        List of Figures      .vviii        List of Tables      .vviii        List of Abbreviations, Symbols, Specialized Nomenclature.      .vviii        1.1 Background.      .1        1.2 Problem Statement.      .2        1.3 Objectives.      .2        1.4 Scope of Project.      .2        1.5 Importance of Project.      .3        1.6 Report Outline      .3	Declaration	iii
Abstract      .v        Abstrak      .vi        Dedications      .vii        Acknowledgements      .viii        Table of Contents      .viii        List of Figures      .viii        List of Tables      .viii        List of Abbreviations, Symbols, Specialized Nomenclature      .vviii        1.1 Background      .1        1.2 Problem Statement      .2        1.3 Objectives      .2        1.4 Scope of Project      .2        1.5 Importance of Project      .3        1.6 Report Outline      .3	Approval	iv
Abstrak.      .vi        Dedications.      .viii        Acknowledgements.      .viii        Table of Contents.      .viii        List of Figures      .xvi        List of Tables      .xvi        List of Abbreviations, Symbols, Specialized Nomenclature      .xviii        1. INTRODUCTION.      1        1.1 Background.      .1        1.2 Problem Statement.      .2        1.3 Objectives.      .2        1.4 Scope of Project      .2        1.5 Importance of Project.      .3        1.6 Report Outline.      .3	Abstract	v
Dedications	Abstrak	vi
Acknowledgements      viii        Table of Contents      xii        List of Figures      xv        List of Tables      xvii        List of Abbreviations, Symbols, Specialized Nomenclature      xviii        1. INTRODUCTION      1        1.1 Background      1        1.2 Problem Statement      2        1.3 Objectives      2        1.4 Scope of Project      3        1.5 Importance of Project      3        1.6 Report Outline      3	Dedications	vii
Table of Contents      xii        List of Figures      xv        List of Tables      xvi        List of Abbreviations, Symbols, Specialized Nomenclature      xviii        1. INTRODUCTION      1        1.1 Background      1        1.2 Problem Statement      2        1.3 Objectives      2        1.4 Scope of Project      2        1.5 Importance of Project      3        1.6 Report Outline      3	Acknowledgements	viii
List of Figures	Table of Contents	xii
List of Tablesxvi List of Abbreviations, Symbols, Specialized Nomenclaturexviii <b>1. INTRODUCTION</b>	List of Figures	XV
List of Abbreviations, Symbols, Specialized Nomenclature	List of Tables	xvi
1. INTRODUCTION.      1        1.1 Background.      1        1.2 Problem Statement.      .2        1.3 Objectives.      .2        1.4 Scope of Project      .2        1.5 Importance of Project.      .3        1.6 Report Outline.      .3	List of Abbreviations, Symbols, Specialized Nomenclature	xviii
1. INTRODUCTION.      .1        1.1 Background.      .1        1.2 Problem Statement.      .2        1.3 Objectives.      .2        1.4 Scope of Project      .2        1.5 Importance of Project.      .3        1.6 Report Outline.      .3		
1.1 Background.11.2 Problem Statement.21.3 Objectives.21.4 Scope of Project21.5 Importance of Project.31.6 Report Outline.3	1. INTRODUCTION	1
1.2 Problem Statement21.3 Objectives21.4 Scope of Project.21.5 Importance of Project31.6 Report Outline3	1.1 Background	1
1.3 Objectives21.4 Scope of Project.21.5 Importance of Project31.6 Report Outline3	1.2 Problem Statement	2
1.4 Scope of Project      .2        1.5 Importance of Project      .3        1.6 Report Outline      .3	1.3 Objectives	2
1.5 Importance of Project.	1.4 Scope of Project	
1.6 Report Outline	1.5 Importance of Project	
	1.6 Report Outline	

2. MAINTENANCE	4
2.1 Maintenance	4
2.2 Importance of Maintenance	5
2.3 Types of Maintenance	7
2.3.1 Breakdown Maintenance	7
2.3.2 Preventive Maintenance (PM)	8
2.3.3.1 Periodic Maintenance (Time Based Maintenance – TBM)	9
2.3.3.2 Predictive Maintenance (PdM)	9
2.3.3 Corrective Maintenance	10
2.3.4 TPM	10
2.3.5 Total Quality Management (TQM)	11

2.3.6 Reliability-Centered Maintenance (RCM)	12
2.3.7 Condition Monitoring (CM)	12
2.4 Introduction to TPM	13
2.4.1 TPM Development	17
2.4.2 TPM Pillars	19
2.4.2.1 Pillar 1 – 5S	20
2.4.2.2 Pillar 2 - AM or Jishu Hozen (JH)	22
2.4.2.3 Pillar 3 - Kobetsu Kaizen	22
2.4.2.4 Pillar 4 - Planned Maintenance	23
2.4.2.5 Pillar 5 - Quality Maintenance	24
2.4.2.6 Pillar 6 - Training and Education	24
2.4.2.7 Pillar 7 - Office TPM	25
2.4.2.8 Pillar 8 - Safety, Health and Environment	26
2.4.3 AM	27
2.4.3.1 Step 1- Initial Cleanup	29
2.4.3.2 Step 2 - Counter Measures	30
2.4.3.3 Step 3- Fix tentative AM Standards	30
2.4.3.4 Step 4- General Inspection	30
2.4.3.5 Step 5- Autonomous Inspection	30
2.4.3.6 Step 6- Standardization	31
2.4.3.7 Step 7- Autonomous Management	31
2.4.4 Fuguai	32
2.4.4.1 Fuguai-tags	32
2.4.5 Overall Equipment Efficiency (OEE)	33
3. DRILLING MACHINE (16/20 MM DRILL PRESS)	36
3.1 Introduction to Drilling Machine	36
3.1.1 Development of Drilling Machine	36
3.1.2 Types of Drilling Machine	37
3.1.3 General recommendations for Speeds and Feeds in Drilling	40
3.1.4 General Recommendations for Drill Geometry for High-Speed Twist Drills.	40
3.1.5 Proper Anxious Of Drilling Machines	41
3.2 Drill Press (16/20 mm)	42

3.3 Typical Drill Press Operation	54
3.4 Standard of Procedures for Drill Press (16/20 mm)	56
4.METHODOLOGY	60
4.1 Planning of the Project	60
4.2 Data Collection	64
4.2.1 Primary Data	64
4.2.1.1 Observation	64
4.2.1.2 Fuguai Investigation	64
4.2.1.3 Focused Group Discussion	65
4.2.2 Secondary Data	
4.2.2.1 Books	65
4.2.2.2 Internet Basis	65
4.2.2.3 Machines Manual	66
4.2.3 Analytical Technique	66
4.2.3.1 Bar Chart	66
4.2.3.2 Column Chart	66
4.2.3.3 Pareto Chart	67
4.2.3.4 Trend Chart	6
4.2.3.5 Pie Chart	67
4.2.3.6 Spider Chart	68
4.2.4 Fuguai Tags	68
5. ANALYSIS AND DISCUSSIONS	71
5.1 Fuguai Analysis	71
5.1.1 Machine Area	72
5.1.2 Fuguai Types	74
5.1.3 Cleaning Check Sheet	77
5.2 Analysis and Discussions	
5.2.1 Analysis of Fuguai Types	77
5.2.2 Analysis of Machine Area	81
5.2.3 Analysis of Fuguai Category	85
5.2.4 Why-Why Analysis and Countermeasure for the Fuguai	86

6.0 CONCLUSION AND RECOMMENDATIONS	99
6.1 Conclusion	
6.2 Recommendations	
6.2.1 Current Study	
6.2.2 Future Study	101
5. REFERENCES	102

### APPENDICES

A - Check Sheet

## LIST OF FIGURES

2.1	Importance of Maintenance	6
2.2	Development of TPM	18
2.3	Maintenance and Production Areas in an Organization	19
2.4	TPM Pillars	19
2.5	5S diagram	21
2.6	Steps to AM	29
3.1	Example of Hammer Drill	38
3.2	Example of Rotary Hammer Drill	38
3.3	Example of Cordless Drill	38
3.4	Example of Drill Press	39
3.5	Example of Radial Arm Drill	39
3.6	Example of Mill Drill	39
3.7	Drill Press (16/20 mm)	43
3.8	Technical Drawing for a Drill Press (16/20 mm)	44
3.9	Counter Bores	55
3.10	Counter Sink	55
3.11	Center Drilling	55
3.12	Tapers Holes	55
3.13	Spot Face	55
3.14	Threaded Holes	55
3.15	Flow Chart of Drilling Operation	57
3.16	Clamping process	58
3.17	Fixing the Drill Bit	58
3.18	Drill Point Confirmation Process	58
3.19	Turn on the Switch	58
3.20	Pushing the Feed Handle Downward	59
3.21	Pushing the feed handle upward	59
3.22	Removing the Drill Bit	59
3.23	Remove the Workpiece and Clean the Machine	59

4.1	Flow Chart of the Project	62
4.2	Orange Tag	69
4.3	Green Tag	69
5.1	Machine Area	73
5.2	Rust	74
5.3	Chips	74
5.4	Oil Spill	74
5.5	Dust	74
5.6	Wood Dust	75
5.7	Loosen table crank	75
5.8	Broken switch	75
5.9	Missing screw on belt cover	75
5.10	Disorganized cable tie	75
5.11	Example of Fuguai Identified	76
5.12	Bar Chart for Fuguai Types vs Fuguai Frequency	78
5.13	Pie Chart for Fuguai Types	79
5.14	Trend Chart for F-tags Distribution	80
5.15	Spider Chart for Machine Area	81
5.16	Pareto Chart for Machine Area	82
5.17	Column Chart for Fuguai Frequency vs Machine Area	83
5.18	Column Chart for Fuguai Frequency vs Fuguai Category	84
5.19	Pie Chart for Fuguai Category	85
5.20	Trend Chart for Fuguai Category	86
5.21	Poor Condition Table	87
5.22	Good Condition Table	87
5.23	Before Cleaning Process	88
5.24	After Cleaning Process	88
5.25	Poor Condition Base	89
5.26	Good Condition Base	89
5.27	Poor Condition Column	90
5.28	Good Condition Column	90
5.29	Poor Condition Cable Tie	91
5.30	Good Condition Cable Tie	91

5.31	Poor Condition Table Crank	92
5.32	Good Condition Table Crank	92
5.33	Missing Screw on Belt Cover	93
5.34	Loosen Feed Handle	94
5.35	Broken On-Off Switch Cover	95
5.36	Initial Condition (Week 1)	97
5.37	Current Condition (Week 7)	98

## LIST OF TABLES

2.1	Definitions of TPM letters-acronym	14
2.2	Differences between Traditional TPM in Japan and PM in USA	16
2.3	Understanding 5S	21
2.4	16 Major Losses	23
2.5	Training Phase and Skills	25
3.1	A Few Examples of Drilling Machines	38
3.2	General recommendations for Speeds and Feeds in Drilling	40
3.3	General Recommendations for Drill Geometry for High-Speed	41
	Twist Drills	
3.4	Feature Description	45
3.5	Specifications	48
3.6	Trouble Shooting	49
3.7	General Safety Instructions for Drill Press	51
3.8	Drill Press Operation	55
3.9	Standard of Procedures for Drill Press (16/20 mm)	58
4.1	Gantt Chart of the Project	63
4.2	Descriptions of F-tags Colour Coded	69
4.3	F-Tags Elements	70
5.1	List of Machine Area Derived	72
5.2	List of Fuguai Derived	74
5.3	Data Collected for Fuguai Types	78
5.4	Analysis Based on F-tags Colour	80
5.5	Data Collected for Machine Area	81
5.6	Cumulative Frequency for Machine Area	82
5.7	Analysis of Machine Area Based on Fuguai Category	83
5.8	Tackle and Not Tackle Fuguai	84
5.9	Data Collected for Fuguai Category	85

5.10	Why-Why Analysis for Mislaid Clamp Vise	87
5.11	Why-Why Analysis for Chips and Wood Dust Scattered	88
5.12	Why-Why Analysis for Oil Spill	89
5.13	Why-Why Analysis for Rusted Column	90
5.14	Why-Why Analysis for Disorganized Cable Tie	91
5.15	Why-Why Analysis for Loosen Table Crank	92
5.16	Why-Why Analysis for Missing Screw on Belt Cover	93
5.17	Why-Why Analysis for Unfastened Feed Handle	94
5.18	Why-Why Analysis for On-Off Broken Switch Box Cover	95

# LIST OF ABBREVIATIONS, SYMBOLS, SPECIALIZED NOMENCLATURE

AC	-	Alternate Current
AM	-	Autonomous Maintenance
Anon	-	Anonymous
CBM	-	Condition-Based Maintenance
СМ	-	Condition Monitoring
FKP	-	Fakulti Kejuruteraan Pembuatan
F-tag	-	Fuguai Tag
HP	-	Horse power
In	-	Inch
JH	-	Jishu Hozen
JIPM	-	Japan Institute of Plant Maintenance
JIT	-	Just-In-Time
KG	-	Kilogram
MM	-	Millimeter
MI	-	Maintainability Improvement
MP	-	Maintenance Prevention
NPC	-	National Productivity Corporation
OEE	-	Overall Equipment Efficiency
OEL	-	Overall Equipment Losses
PdM	-	Predictive Maintenance
PDCA	-	Plan, Do, Check and Act
PM	-	Preventive Maintenance
RCM	-	Reliability-Centered Maintenance
Rev	-	Revolution
RPM	-	Rotation Per Minute
SHE	-	Safety, Health and Environment

SPC	-	Statistical Process Control
TBM	-	Time Based Maintenance
TPM	-	Total Productive Maintenance
TQM	-	Total Quality Management
USA	-	United States of America
UTeM	-	Universiti Teknikal Malaysia Melaka
Vs	-	Versus

## CHAPTER 1 INTRODUCTION

#### 1.1 Background

Ford, Eastman Kodak, Dana Corporation., Allen Bradley, Harley Davidson; these are just a few of the companies that have implemented Total Productive Maintenance (TPM) successfully. All report an increase in productivity using TPM. Kodak reported that a \$5 million investment resulted in a \$16 million increase in profits which could be traced and directly contributed to implementing a TPM program (Roberts, 2007). Patra *et. al* (2005) indicated that TPM is a new philosophy of continuous improvement and teamwork that focuses on delivering these objectives. It is a program for the fundamental improvement of maintenance functions in an organization, which involves its entire human resources. TPM was originally developed by the Japanese from the preventive maintenance strategies used in the United States of America over 30 years ago. TPM is implemented through eight core activities known as pillars.

Most industrial production systems are subject to deterioration with usage and age. Such system deterioration may lead to higher production costs and lower product quality and the increased possibility of breakdown (Hwang and Wang, 2004). It is important for the machine to be concerned in order to achieve the extended lifetime. Besides that, AM also suggested to the machines because the technique would assist to eliminate the non-value added and to keep the machines and work place in a clean and attractive area. The clean working environment would reduce the number of injuries and accidents. AM attempts to achieve zero breakdowns, zero accidents, and zero defects situation on the shop floor. If AM is implemented in a systematic and phased manner in the shop floor, it can bring in substantial benefits (Nadarajah, 2005).

#### **1.2** Problem Statement

Drilling machines are frequently used in Universiti Teknikal Malaysia Melaka (UTeM) and specifically in the Fitting Laboratory. However, the level of machines maintenance is not achieving the excellent stage. Moreover, proper maintenance is important to the machines in order to obtain the extended lifetime. Therefore, it is important for the project to develop an AM for the drill press (16/20 mm) due to the current total of machine breakdown in the FKP laboratory.

#### 1.3 Objectives

Specific objectives of the project are:

- 1. To identify and analyze the abnormalities of the drilling machines and the remedy towards developing an AM programme for the drill press (16/20 mm).
- 2. To build up a well-maintained drilling machine.

### 1.4 Scope of Project

The emphasis of this project is concerned on the development of AM programme for the drill press (16/20 mm) used in the in Fitting Laboratory in UTeM. The project comprises of the first three steps of AM which clarified in clause 2.4.3. The project is started from December 2007 until April 2008. The consequence of this project may not be applicable to other projects with different types of machines specifically for the drilling machines.

### **1.5** Importance of Project

The importances of the project are:

- To obtain an extended lifetime for the drilling machine (16/20 mm) used in the Fitting Laboratory in UTeM for the students.
- 2. The well-maintained drill press (16/20 mm) would be as a reference for other types of drilling machines.
- 3. The machine would be in a clean condition which bring towards friendly working environment.

#### 1.6 Report Outline

This report writing comprises of six chapters. Chapter 1 describes about the introduction; which includes the background, problem statement, objectives, scope, and importance of the project. In the other hand, Chapter 2 stressed on the literature review of maintenance especially the concept of AM and Chapter 3 highlighted more towards the drilling machine which is particularly for the drill press (16/20 mm). Chapter 4 is the research methodology. This chapter is discussed the research methodology that were used to gather the data required to support the development and analysis of the study. This chapter also comprises of the process planning, flowchart, data gathering method and analytical technique of *Fuguai*. In Chapter 5, the results and discussions will go through the development of maintenance programme for drill press (16/20 mm). Finally, Chapter 6 will provide the conclusions and the recommendations of the whole project.

## CHAPTER 2 MAINTENANCE

Chapter two describes all about maintenance. The discussion starts with the introduction to maintenance, which is including the definition of maintenance, the importance of maintenance and also the various types of maintenance. Moreover, the TPM and the AM is discussed.

#### 2.1 Maintenance

It is difficult to imagine a time when equipment was not maintained. Remarkably enough, maintenance and productivity have not always been the Holy Grail of industry that they become in today's most successful companies (Borris, 2006). Maintenance, as a system, plays a key role in achieving organizational goals and objectives. It contributes to reducing coast, minimizing equipment downtime; improving quality, increasing productivity and providing reliable equipment that are safe and well-configured to achieve timely delivery of orders to customers.

There are various definitions of maintenance. Almost everyone in this world would define maintenance in a different way because everybody has their own perceptions and opinions. What is maintenance and why is it performed? Past and current maintenance practices in both the private and government sectors would imply that maintenance is the actions associated with equipment repair after it is broken. This would imply that maintenance should be actions taken to prevent a device or component from failing or to repair normal equipment (Anon, 2007g).

According to Levitt (1997), maintenance is a war. The enemies are break down, deterioration, and the consequences of all types of unplanned events. However, Luxhoj *et. al*, (1997) described maintenance as a support function within the industrial enterprise. Traditionally, maintenance has been seen as an essential activity to keep the production process going. It is not uncommon to find proponents of planned, preventive, predictive, condition-based maintenance strategies arguing the merits of their chosen method. Since maintenance is seen as a cost, the argument often veers around to how the preferred method helps contain costs. Maintenance may be defined most effectively by what it does, namely, the preservation or restoration of the desired function of a given process, at the lowest total cost (Narayan, 1998).

Campbell *et. al.* (1999) emphasized that maintenance is defined as the combination of activities by which equipment or a system is kept in, or stored to, a state in which it can perform its designated functions. On the other hand, Kelly (2000) indicates that the maintenance is used to sustain the integrity of physical assets by repairing, modifying or replacing them as necessary.

Maintenance means maintaining and improving the integrity of the production and quality systems through the machines, processes, equipment and people who add value to our products and services (McCarthy and Willmott, 2001). Nevertheless, Besterfield *et. al.* (2003) declares that the maintenance keeping equipment and plant in as good as or better than the original condition at all times. Maintenance is a unique business process (Wireman, 2004). Maintenance requires an approach that is different from other business processes if it is to be successfully managed. Yet, Jardine and Tsang (2006) classified maintenance as a medium which is used to fix broken items.

#### 2.2 Importance of Maintenance

Most industrial production systems are subject to deterioration with usage and age. Such system deterioration may lead to higher production costs and lower product quality and the increased possibility of breakdown (Hwang and Wang, 2004).