



# ***Maintenance in Another World***

## ***Surviving the Journey***



Ian Peterson – CSR Group Asset Manager



# My Journey to “Another World” and Back

- **March 2000** - QCL (Gladstone)  
- Cement Industry
- **March 2003** - Holcim (Vietnam)  
- Cement Industry
- **April 2006** - CSR Sugar (Townsville)



# Technical Comparisons

	<b>QCL Gladstone</b>	<b>Holcim Vietnam</b>
<b>Plant</b>	5-stage Pre-calciner Kiln	5-stage Pre-calciner Kiln
<b>Manufacturer</b>	Krupp Polysius	Kobe / Loesche
<b>Commissioned</b>	1997	1997
<b>Capacity (t/d clinker)</b>	≈ 5,000	≈ 5,000
<b>Mtce Engineers</b>	≈ 7	≈ 30
<b>Mtce FTE's</b>	≈ 25	≈ 125
<b>Material : Labour</b>	≈ 30 : 70	≈ 50 : 50
<b>Kiln OEE</b>	< 80%	> 85%
<b>AUD\$/t clinker</b>	> \$12.00	< \$5.00

# Initiatives Implemented in 3 Years

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- 1. Shutdown Management**
- 2. Risk Management / SOP's**
- 3. Contractor Management**
- 4. Problem Solving process**
- 5. OEE Team / RCA**
- 6. RCM Program – RCM Turbo / SOS**
- 7. Maintenance Planning / Review process**
- 8. Centralised Condition Monitoring / Lubrication Team**
- 9. Zero-based maintenance budgeting**
- 10. Centralised Library / Document Control**

# Planning Your Journey to “Another World”

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## 1. Identify Potential Opportunities

- **Be Proactive** - Seek out opportunities with current employer, recruitment agencies, networks
- **Skills Fit**
  - What are the expectations of the role?
  - Can I do this job?
  - Do I want to do this job?
- **Career Fit**
  - Why am I doing this?
  - What are the likely consequences?
  - Does it fit my career direction?
- **Family Fit** - Impact on spouse, children, relatives?
- **Lifestyle Fit** - Can I/we accept the cultural & lifestyle changes?
- **Reward** - Is the reward worth the effort / risk?

# Planning Your Journey to “Another World”

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## 2. Research the Location

- **Employer**
  - Contract conditions, currency, tax, etc
  - Accommodation, transport, security
  - Schools, universities for children
  - Other facilities, attractions
- **Government** - Check local laws and restrictions
- **DFAT**
  - Embassy or Consulate
  - Travel alerts
- **Internet** - Local sites
- **Lonely Planet Guides** - not always 100% reliable
- **Travel Agents** - Find a reputable agent
- **Friends** - Has anyone been there?
- **Visit**
  - Where possible visit the location
  - Take your spouse or take plenty of photos



# Planning Your Journey to “Another World”

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## 3. Relocation Issues

- **Employer** - Relocation assistance  
- Advice on what to take
- **Local Gov't** - Check local import restrictions – drugs, etc
- **Documents** - Passports, visas, work permits, driving permits
- **Insurance** - Travel, hospital, medical, emergency evacuation
- **Aust Gov't** - Contact the local Australian Embassy/Consulate  
- Reference URL: <http://www.smarttraveller.gov.au/>
- **Removalists** - Relocation, storage & insurance requirements  
- Check capability, cost and service quality
- **Accountant** - Australia tax liabilities  
- Residency status?
- **Immunisation** - Get local advise on what is required - early
- **Medical** - Identify a quality local hospital or clinic



# Planning Your Journey to “Another World”

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## 4. Family Issues

- **Accommodation** - Will the family be comfortable?
- **Facilities** - What facilities are available locally?
- **Transport** - What transport options exist?
- **Spouse** - What will your spouse do while you are at work?
- **Children** - What will your children do for entertainment?
- **Health** - Is there a quality local Hospital or Clinic?
- **Schools** - Are there good local schools / universities?
- **Pets** - Are there limitations on pet ownership?
- **Communication** - How will you stay in touch with family & friends
- **Commitment** - Does the whole family support the move?
- **Exit Strategy** - Develop an exit plan in case things go bad

# Planning Your Journey to “Another World”

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## 5. Lifestyle

- **Change** - Be prepared for the change in lifestyle – have a plan
- **Integration**
  - Get involved in local activities
  - Learn the local language and customs
  - Respect cultural differences
  - Maintain an open mind – be tolerant
  - Respect local laws and customs – if in doubt ask
  - Get to know influential locals – ie Police
- **Sharing** - Share your language and culture if asked
- **Stay in Touch** - Maintain contact with Home
- **Travel**
  - In remote locations “Escape the Island”
  - Take the opportunity to travel the region
- **Other Expats**
  - Seek advice from other expats
  - Reference URL: <http://www.expats-abroad.com/>
  - Organised functions / activities



# Planning Your Journey to “Another World”

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## 6. Cultural Issues

- **Open Mind** - Maintain an open mind to cultural differences  
- Leave preconceptions at home
- **Respect** - Respect local language and customs  
- Don't try to impose your values and beliefs
- **Language** - Do not use Aussie slang  
- Speak slowly and test understanding  
- Yes may not mean Yes
- **Politics** - Do not openly criticise local politics or infrastructure
- **Gestures** - Be cautious when using hand gestures
- **Saving Face** - Be aware of this issue particularly in Asia

# Planning Your Journey to “Another World”

## Final Checklist

- Identify Opportunities
- Research
- Planning & Preparation
- Relocation
- Cultural Tolerance
- Family & Lifestyle
- Exit Strategy



*Survive the Journey*