

From Cluttered to Controlled: Standardising CMMS in a Bio Pharma Facility

RTL Global Engineering Consultants – Case Study

Overview

A Bio Pharma facility located within Central Europe identified multiple long-standing issues within its SAP PM database. Preventive maintenance tasks were often duplicated, linked to incorrect or obsolete equipment, or contained no long text instructions. Despite this, work orders continued to be completed without sufficient detail or guidance.

The issues were formally raised during an internal audit, which highlighted the need for immediate action. The site engaged RTL Global to plan and deliver a structured clean-up of the CMMS, aiming to ensure all maintenance tasks were relevant, clearly defined, and aligned with both operational and compliance expectations.

Solution

The site's criticality assessment was used to define the starting point, focusing first on high-priority systems. Equipment was grouped by type, and associated PMs were reviewed to identify duplicates, inconsistencies, and gaps.

Standardised PM groups were developed using the most accurate and complete instructions already in use, with RTL addressing any gaps where content was missing or unclear. These groups were finalised in close collaboration with the relevant Maintenance Engineer, Reliability Engineer, and Maintenance Technicians to ensure they reflected practical application and safe execution.

Following internal review, the updated tasks were submitted through formal change control with the SAP and Quality teams before being uploaded into the live system.

To support long-term sustainability, a feedback mechanism was introduced, allowing technicians and planners to raise any issues with PM content for ongoing review.

Implementation

A pilot was delivered within a single business unit, involving cross-functional input from reliability, maintenance, and spare parts teams. The scope included over 80 critical systems.

The full pilot—from initial request through to go-live—was completed within three months. The same approach was then extended to additional business units across the site.

Results

Upon completion, all tasks were aligned with the correct equipment and functional location.

Duplicate and redundant PMs were removed, reducing system complexity with blank or outdated long text fields being updated with accurate, easy-to-follow instructions.

In total, almost 30% of the total PM contents within the business unit were either updated or removed.

Impact

The revised PM structure helped reduce operational and compliance risk by ensuring that technicians were presented with accurate, well-defined tasks aligned to safe systems of work.

Improved clarity in scheduling and execution also led to time savings across planning, maintenance, and close-out activities.

Reflection

The most significant achievement was reducing the client's audit exposure by addressing critical gaps in the maintenance planning process. The final structure provided a more practical, safer, and sustainable way to manage routine maintenance, while also restoring confidence in the system, among those who use it daily.

If audit findings, outdated tasks, or missing documentation are putting your maintenance processes at risk, it's time to take control of your CMMS.

Email Solutions@RTL-Global.com to learn about the guaranteed improvements we can provide for you.