



Certified Manager of Maintenance [CMM]

Learn how to plan and track maintenance for effective cost-containment

Certified Manager of Maintenance® (CMM) teaches housing managers and maintenance supervisors the key components of an effective property-level maintenance operation.

CMM training is appropriate for housing managers, maintenance supervisors, and others with a desire to learn how to implement an effective property maintenance program.

Overview:

Maintenance represents the largest controllable operating expense and has the greatest impact on resident satisfaction. CMM teaches how to organize and deliver maintenance service that gets the most out of every available dollar while improving the quality of the service delivered.

What you'll learn:

The components of maintenance

Learn about the common types of maintenance work, the characteristics of an effective work order system, the use of time and cost standards, work scheduling, shop and inventory management, and performance monitoring.

Setting standards and priorities

Learn what a maintenance workload is and what it should be through acceptable standards; learn what work should get done first and why.

Managing work, systems, and people

Learn how systems can be used to better manage staff and accomplish more work. Learn how to analyze performance, identify workflow problems and improve productivity.

Scheduling

Learn how to schedule work smartly, using the tools and knowledge learned in the program.

Controlling costs:

Learn how to calculate the true cost of maintenance and the actions to take to produce more and better work for less.



Program dates/registration:

Visit nchm.org or call 800-368-5625

CLASSROOM-BASED CERTIFICATION CLASS

Pillar course: Meets RHM Maintenance requirement

Duration/delivery: Two-day classroom-based program

Prerequisites: None – suitable for all levels

Offered: Regularly scheduled and private group

Exam: Includes online certification exam

Provided: CMM course book

Bring: Calculator, highlighter, #2 pencil (required)

Course agenda:

Day 1

- Introductions and overview of program
- Team formation
- Type and source of work
- Work order management: priorities
- Vacant unit prep
- Planned and preventative maintenance; inspections
- Staff selection and management
- Staff productivity; time standards

Day 2

- Scheduling workshop #1
- Shop and inventory management
- Scheduling Workshop #2
- Managing contractors and preparing capital plans
- Manager/maintenance staff relationships
- Scheduling workshop #3
- Measuring performance and taking improvement action

National Center for Housing Management

333 N. 1st St., Suite 305 Jacksonville Beach, FL 32250

11350 Random Hills Rd., Suite 811, Fairfax, VA 22030

800-368-5625 • www.nchm.org