



# Certified Manager of Maintenance (CMM)

Maintenance is arguably the most important element of a property – CMM will show you how to effectively manage it.

Our Certified Manager of Maintenance (CMM) course shows learners how to develop and run an efficient and effective maintenance operation. CMM proves that careful planning and follow-through make all the difference in maintenance management. CMM is designed for property level managers, lead maintenance personnel, and supervisory staff.

Maintenance requests need to be accomplished quickly, correctly, and for the lowest cost possible in order to maintain resident satisfaction and financial viability. CMM shows how a well-prepared maintenance manager, who has a grasp of the fundamentals of both property and maintenance systems, can successfully navigate all of the maintenance needs of the property.

**Please note: The certification exam for this class is completed online. Students have one week following completion of the class to take the online exam.**

## What you will learn:

### **The components of an effective maintenance program**

- Learn the fundamentals of a good maintenance program including work identification, work order system utilization, time and cost standards, purchasing, inventory control, financial management, personnel, and performance monitoring. How to calculate assets and income

### **How to access and improve productivity**

- Learn the difference between “applied time” and “unapplied time” and how productivity can be improved by working smarter not harder.

### **How to analyze and control maintenance costs**

- Learn how to truly understand the cost of maintenance and the actions that can be taken to produce better outcomes for fewer dollars; learn the relationship between maintenance and capital improvements and how each can reinforce the other through good decision-making.

### **How to reduce on-demand maintenance and increase planned and preventative maintenance**

- Learn how to increase your control over property conditions by moving away from reactive maintenance to maintenance that is planned and preventative.

## How you will learn:

- CMM is a classroom-based program led by an experienced instructor and practitioner. The program intermingles short lectures with individual and group exercises and case studies. The exercises and case studies are designed to reinforce the lecture material and provide opportunities for participants to practice newly learned techniques and approaches.

## COURSE PROFILE

**Duration:** Two days

**Exam:** Includes online exam – one week to complete

**Format:** Roundtable with lectures, individual and group exercises, case study work, and discussion

**Prerequisites:** None

**Audience:** Managers and other site level personnel; maintenance and facility managers; area and regional managers; asset managers; regulators; and others with an interest in site-level maintenance operations

**Provided:** Course Materials

**Bring:** Calculator (required); highlighter, sticky notes (recommended)

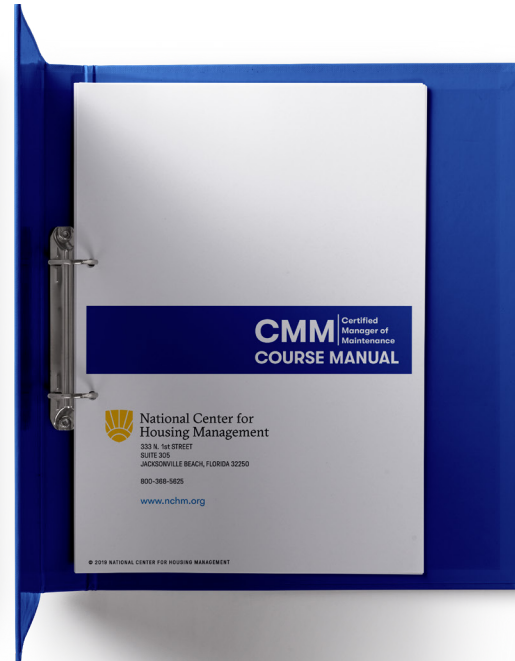
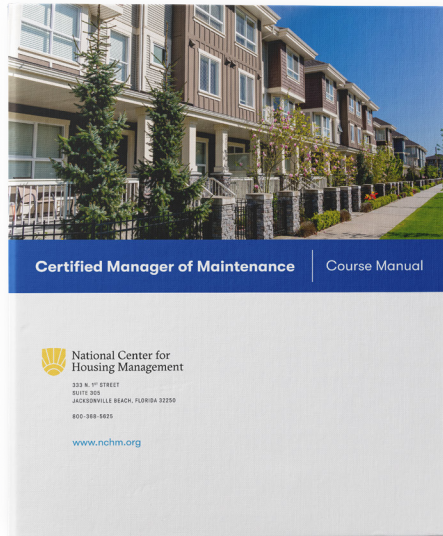


Program dates/registration  
visit [nchm.org](http://nchm.org) or call 800-368-5625



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## COURSE MATERIALS



- Course Manual (above)
- CMM Course Presentation
- Handouts
- Property Scoreboard/Performance Model

## COURSE AGENDA

DAY  
1

8:30am-4:30pm

- Overview of Program
- Operational Performance Model
- Measuring Maintenance Productivity
- Staff selection and Management
- Work Order Management

DAY  
2

8:30am-4:30pm

- Planned and Preventative Maintenance
- Inspections
- Staff productivity; time standards
- Scheduling
- Shop and Inventory Management
- Manager/Maintenance Staff Relationships
- Measuring and Improving Results