

DIN EN 17007:2017-12 (E)

Maintenance process and associated indicators

Contents		Page
European foreword		3
Introduction		4
1	Scope	5
2	Normative references	5
3	Terms and definitions	5
4	Abbreviated terms and notations	8
5	Principles of maintenance process breakdown	9
5.1	Process families	9
5.2	Breakdown into levels	10
5.3	Use of the Maintenance process breakdown	12
6	Breakdown of the maintenance process and process profiles	13
6.1	Maintenance process	13
6.2	MAN process: Manage maintenance	15
6.3	PRV process: Prevent undesirable events by avoiding failures and faults	19
6.3.1	General	19
6.3.2	PRV.1 - Characterize the undesirable events	19
6.3.3	PRV.2 - Use and update the Maintenance Plans	21
6.4	COR process: Restore the items to their required state	23
6.4.1	General	23
6.4.2	COR.1 - Classify the actual events	24
6.4.3	COR.2 - Diagnose the state of the items in question	24
6.5	ACT process: Act preventively and/or correctively on the items to maintain	27
6.5.1	General	27
6.5.2	ACT.1 - Rank the events	28
6.5.3	ACT.2 - Prepare for the maintenance tasks	29
6.5.4	ACT.3 - Set in order the tasks	30
6.5.5	ACT.4 - Schedule the tasks	31
6.5.6	ACT.5 - Start the scheduled tasks	32
6.5.7	ACT.6 - Perform the maintenance tasks	33
6.5.8	ACT.7 - Finalise the maintenance tasks	34
6.6	IMP process: Improve the items	36
6.7	HSE process: Ensure personal health and safety to individuals and preserve environment in maintenance	39
6.8	BUD process: Budget maintenance of items	42
6.9	DOC process: Deliver the operational documentation	45
6.10	DTA process: Manage data	48
6.11	IST process: Provide the needed infrastructures	52
6.12	MRG process: Deliver maintenance requirements during items design and modification	55
6.13	OPT process: Improve the results	58
6.14	RES process: Provide internal human resources	61
6.15	SER process: Provide external maintenance services	64
6.16	SPP process: Deliver spare parts	67
6.17	TOL process: Deliver the tools, support equipment and information system	72
Bibliography		75