



# ENMM20029 Maintenance Organisation

## Term 2 - 2021

Profile information current as at 14/12/2025 02:13 pm

All details in this unit profile for ENMM20029 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

### General Information

#### Overview

This unit provides an introduction to maintenance organisation and strategies. Students will identify organisational needs of a maintenance unit and evaluate organisational structure. They will compare different maintenance organisation philosophies, strategies and work processes and develop a rudimentary organisational structure for a maintenance unit meeting the regulatory requirements. Students will also research and evaluate changes in organisational philosophies driven by market trends and the industrial and regulatory environment including contracting strategies.

#### Details

Career Level: *Postgraduate*

Unit Level: *Level 8*

Credit Points: 6

Student Contribution Band: 8

Fraction of Full-Time Student Load: 0.125

#### Pre-requisites or Co-requisites

Prerequisite: ENMM20023 Introduction to Asset and Maintenance Management

Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the [Assessment Policy and Procedure \(Higher Education Coursework\)](#).

#### Offerings For Term 2 - 2021

- Online

#### Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

#### Website

[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

## Class and Assessment Overview

### Recommended Student Time Commitment

Each 6-credit Postgraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

### Class Timetable

#### [Regional Campuses](#)

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

#### [Metropolitan Campuses](#)

Adelaide, Brisbane, Melbourne, Perth, Sydney

### Assessment Overview

#### 1. **Written Assessment**

Weighting: 30%

#### 2. **Written Assessment**

Weighting: 60%

#### 3. **Presentation and Written Assessment**

Weighting: 10%

### Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the [University's Grades and Results Policy](#) for more details of interim results and final grades.

## CQUniversity Policies

**All University policies are available on the [CQUniversity Policy site](#).**

You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the [CQUniversity Policy site](#).

## Previous Student Feedback

### Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

#### Feedback from Feedback Survey- HAVE YOUR SAY

**Feedback**

Unit contents need to be updated.

**Recommendation**

Recently reviewed content will be evaluated again and upgraded before the next offering.

#### Feedback from Feedback Survey- HAVE YOUR SAY

**Feedback**

More information and guidance needed on the assessments.

**Recommendation**

Further reinforcement of assignment requirements will be assured to students during lecture and tutorial classes. Students will also be encouraged to consult via email, discussion forum and phone when they need further clarifications.

#### Feedback from Feedback Survey- HAVE YOUR SAY

**Feedback**

Some of the reference materials do not align with gender diversity in the industry.

**Recommendation**

Efforts will be made to address such incidents to support industry diversity and the teaching and learning community.

#### Feedback from Students in the class

**Feedback**

The learning outcomes of this unit can be directly applied in the workplace.

**Recommendation**

The contents and delivery of this unit will be continually upheld and enhanced.

## Unit Learning Outcomes

**On successful completion of this unit, you will be able to:**

1. Compare different maintenance organisation philosophies, strategies and work processes.
2. Identify and communicate organisational needs of a maintenance unit.
3. Evaluate organisational structure in a maintenance setup.
4. Research and evaluate changes in organisational philosophies driven by market trends and the industrial and regulatory environment including contracting strategies.
5. Develop a rudimentary organisational structure for a maintenance unit meeting the regulatory requirements.
6. Reflect on your role within your organisation and identify ways in which you can develop your professional network.

N/A

## Alignment of Learning Outcomes, Assessment and Graduate Attributes

 N/A Level  Introductory Level  Intermediate Level  Graduate Level  Professional Level  Advanced Level

### Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
1 - Written Assessment - 30%	•	•	•	•	•	
2 - Written Assessment - 60%		•	•	•	•	•
3 - Presentation and Written Assessment - 10%				•	•	

## Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes					
	1	2	3	4	5	6
1 - Knowledge	○	○	○	○	○	
2 - Communication	○	○	○	○	○	○
3 - Cognitive, technical and creative skills	○	○	○	○	○	
4 - Research	○		○	○	○	
5 - Self-management			○	○	○	○
6 - Ethical and Professional Responsibility	○	○			○	○
7 - Leadership	○			○	○	
8 - Aboriginal and Torres Strait Islander Cultures						

## Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes							
	1	2	3	4	5	6	7	8
1 - Written Assessment - 30%	○	○	○					
2 - Written Assessment - 60%	○	○	○	○		○		
3 - Presentation and Written Assessment - 10%	○	○					○	

## Textbooks and Resources

### Textbooks

**There are no required textbooks.**

### IT Resources

**You will need access to the following IT resources:**

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)
- Study Guide
- e-learning materials and web links (if available)
- Zoom online Lecture Sessions
- Students are required to have necessary equipment/accessories to attend online Zoom or Microsoft sessions.

## Referencing Style

All submissions for this unit must use the referencing style: [Harvard \(author-date\)](#)

For further information, see the Assessment Tasks.

## Teaching Contacts

**Neamul Khandoker** Unit Coordinator

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## Schedule

### Week 1 - 12 Jul 2021

Module/Topic	Chapter	Events and Submissions/Topic
Maintenance Organisation Outline Subject and Assignment Overview	Week 1 Resources	The lecturer will announce the schedule of the online lectures via Zoom link in the first week of the term. Please visit Moodle website for the announcement. Go through the Week 1 material and resources.

### Week 2 - 19 Jul 2021

Module/Topic	Chapter	Events and Submissions/Topic
The Maintenance Workload Work Classification (Maintenance Policy, Maintenance Organization, Maintenance Planning)	Modules 1 and 2 Learning Guide	Revise learning material and actively participate in zoom sessions

### Week 3 - 26 Jul 2021

Module/Topic	Chapter	Events and Submissions/Topic
Maintenance Resource Structure	Module 3 Learning Guide	Revise learning material and actively participate in zoom sessions

**Week 4 - 02 Aug 2021**

Module/Topic	Chapter	Events and Submissions/Topic
Maintenance Administration Structure	Module 4 Learning Guide	<p>Assignment 1 is due this week. Check update for if there is a scheduled Zoom session.</p> <p>Census date is Tuesday the 3rd August . After this you will not be able to drop or withdraw this unit.</p> <p><b>Assignment 1: Introductions and data gathering</b> Due: Week 4 Friday (6 Aug 2021) 11:45 pm AEST</p>

**Week 5 - 09 Aug 2021**

Module/Topic	Chapter	Events and Submissions/Topic
Auditing Human Factors in Maintenance Management	Module 5 Learning Guide	Revise learning material and actively participate in zoom sessions

**Vacation Week - 16 Aug 2021**

Module/Topic	Chapter	Events and Submissions/Topic
		NO TEACHING THIS WEEK

**Week 6 - 23 Aug 2021**

Module/Topic	Chapter	Events and Submissions/Topic
Spare Parts Management	Module 6 Learning Guide	Revise learning material and actively participate in zoom sessions

**Week 7 - 30 Aug 2021**

Module/Topic	Chapter	Events and Submissions/Topic
History and Trends in Maintenance Organisations	Module 7 Learning Guide	Revise learning material and actively participate in zoom sessions

**Week 8 - 06 Sep 2021**

Module/Topic	Chapter	Events and Submissions/Topic
Case Study: Moving with the Times	Module 8 Learning Guide	Revise learning material and actively participate in zoom sessions

**Week 9 - 13 Sep 2021**

Module/Topic	Chapter	Events and Submissions/Topic
Case Studies: Cautionary Tales of Organisational Change	Module 9 Learning Guide	Revise learning material and actively participate in zoom sessions

**Week 10 - 20 Sep 2021**

Module/Topic	Chapter	Events and Submissions/Topic
Case Study : Reorganisation of a Colliery	Module 10 Learning Guide	Revise learning material and actively participate in zoom sessions

**Week 11 - 27 Sep 2021**

Module/Topic	Chapter	Events and Submissions/Topic
Total Productive Maintenance (TPM)	Module 11 Learning Guide	Revise learning material and actively participate in zoom sessions

**Week 12 - 04 Oct 2021**

Module/Topic	Chapter	Events and Submissions/Topic
Revision	Module 12 Learning Guide	<b>Assignment 2: Identifying improvement initiatives</b> Due: Week 12 Friday (8 Oct 2021) 11:45 pm AEST

**Review/Exam Week - 11 Oct 2021**

Module/Topic	Chapter	Events and Submissions/Topic
		<b>Assignment 3: Stores operation</b> Due: Review/Exam Week Friday (15 Oct 2021) 11:45 pm AEST

**Exam Week - 18 Oct 2021**

Module/Topic	Chapter	Events and Submissions/Topic
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## Assessment Tasks

### 1 Assignment 1: Introductions and data gathering

**Assessment Type**

Written Assessment

**Task Description**

This assignment firstly is aimed at promoting team work between students through the need to establish communication links and introductions. Secondly, it focuses on identifying and obtaining the data on some key organisational elements to enable a logical analysis of the current position.

**Assessment Due Date**

Week 4 Friday (6 Aug 2021) 11:45 pm AEST

Please upload to the submission link provided in Moodle site as a WORD file only

**Return Date to Students**

Vacation Week Friday (20 Aug 2021)

Marked assignments are scheduled to be returned within 2 weeks after the due date. Late submission return date will be moved forward accordingly.

**Weighting**

30%

**Assessment Criteria**

- (40%) Demonstration of knowledge and understanding of concepts.
- (40%) Application of concepts into real life situations
- (10%) Quality of presentation including neatness, appropriate use of figures and tables. Clarity of expression, including use of terminology, ease of reading, spelling and grammar, orderly and logical presentation and use of diagrams to illustrate points
- (5%) Evidence of research beyond own experience and course material.
- (5%) Use of correct and accurate referencing.

**Referencing Style**

- [Harvard \(author-date\)](#)

**Submission**

Online

**Submission Instructions**

Please upload to the submission link provided in Moodle site as a WORD file. Please follow the file naming format: Use file name format: Example -Smith\_J\_ENMM20029\_Ass1.doc

**Learning Outcomes Assessed**

- Compare different maintenance organisation philosophies, strategies and work processes.
- Identify and communicate organisational needs of a maintenance unit.

- Evaluate organisational structure in a maintenance setup.
- Research and evaluate changes in organisational philosophies driven by market trends and the industrial and regulatory environment including contracting strategies.
- Develop a rudimentary organisational structure for a maintenance unit meeting the regulatory requirements.

### **Graduate Attributes**

- Knowledge
- Communication
- Cognitive, technical and creative skills

## **2 Assignment 2: Identifying improvement initiatives**

### **Assessment Type**

Written Assessment

### **Task Description**

This assignment comprises of 3 questions

Q1 Involves the practical application of the data in identifying areas of under performance and making recommendations for improvements within the student's Organisation or one known to them.

Q2 Requires the student to undertake an analysis of their companies current contractor use. Obtain the data on the current position identifying the systems used to engage, instruct and measure performance of the contractor. Then undertake interviews with a contractor and in-house contractor supervisor to understand the barriers each of them face to the efficient operation of the contracting resource and the work systems which may be creating these barriers.

Q3 Requires the student to complete a reading on the role of the 1<sup>st</sup> line supervisor. Then interview a supervisor to understand their current duties, overlay Riddles supervisory matrix onto these answers and determine whether or not the supervisor is completing all of Riddles suggested tasks and if not what changes to their routine or work systems can be made to make the supervisor more efficient and effective in their role.

### **Assessment Due Date**

Week 12 Friday (8 Oct 2021) 11:45 pm AEST

Please upload to the submission link provided in Moodle site as a WORD file.

### **Return Date to Students**

Exam Week Friday (22 Oct 2021)

Marked assignments are scheduled to be returned within 2 weeks after the due date. Late submission return date will be moved forward accordingly.

### **Weighting**

60%

### **Assessment Criteria**

- (40%) Demonstration of knowledge and understanding of concepts.
  - (40%) Application of concepts into real life situations
  - (10%) Quality of presentation including neatness, appropriate use of figures and tables.
- Clarity of expression, including use of terminology, ease of reading, spelling and grammar, orderly and logical presentation and use of diagrams to illustrate points
- (5%) Evidence of research beyond own experience and course material.
  - (5%) Use of correct and accurate referencing.

### **Referencing Style**

- [Harvard \(author-date\)](#)

### **Submission**

Online

### **Submission Instructions**

Please upload to the submission link provided in Moodle site as a WORD file. Please follow the file naming format: Use file name format: Example -Smith\_J\_ENMM20029\_Ass2.doc

### **Learning Outcomes Assessed**

- Identify and communicate organisational needs of a maintenance unit.
- Evaluate organisational structure in a maintenance setup.
- Research and evaluate changes in organisational philosophies driven by market trends and the industrial and regulatory environment including contracting strategies.



- Develop a rudimentary organisational structure for a maintenance unit meeting the regulatory requirements.
- Reflect on your role within your organisation and identify ways in which you can develop your professional network.

#### **Graduate Attributes**

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Ethical and Professional Responsibility

### **3 Assignment 3: Stores operation**

#### **Assessment Type**

Presentation and Written Assessment

#### **Task Description**

Assignment 3 asks the student to map and model the operation of their companies store. Identify and measure 6 KPI's which will highlight areas of poor performance, then using the data collected make recommendations to close the gap.

#### **Assessment Due Date**

Review/Exam Week Friday (15 Oct 2021) 11:45 pm AEST

Please upload to the submission link provided in Moodle site as a WORD/PPT file.

#### **Return Date to Students**

Marking will be released after grade finalization

#### **Weighting**

10%

#### **Assessment Criteria**

- (40%) Demonstration of knowledge and understanding of concepts.
- (40%) Application of concepts into real life situations
- (10%) Quality of presentation including neatness, appropriate use of figures and tables. Clarity of expression, including use of terminology, ease of reading, spelling and grammar, orderly and logical presentation and use of diagrams to illustrate points
- (5%) Evidence of research beyond own experience and course material.
- (5%) Use of correct and accurate referencing.

#### **Referencing Style**

- [Harvard \(author-date\)](#)

#### **Submission**

Online

#### **Submission Instructions**

Please upload to the submission link provided in Moodle site as a WORD/PPT file. Please follow the file naming format: Use file name format: Example -Smith\_J\_ENMM20029\_Ass3.doc

#### **Learning Outcomes Assessed**

- Research and evaluate changes in organisational philosophies driven by market trends and the industrial and regulatory environment including contracting strategies.
- Develop a rudimentary organisational structure for a maintenance unit meeting the regulatory requirements.

#### **Graduate Attributes**

- Knowledge
- Communication
- Leadership

## Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the [Student Academic Integrity Policy and Procedure](#). This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

### What is a breach of academic integrity?

A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

### Why is academic integrity important?

A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

### Where can I get assistance?

For academic advice and guidance, the [Academic Learning Centre \(ALC\)](#) can support you in becoming confident in completing assessments with integrity and of high standard.

### What can you do to act with integrity?



#### Be Honest

If your assessment task is done by someone else, it would be dishonest of you to claim it as your own



#### Seek Help

If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)



#### Produce Original Work

Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem