

agileMPG Maintenance Procedure Guide

Whether you are in need of gaining greater efficiencies with or higher quality output from your workers during routine operations and maintenance tasks, agileTCP has the training and subject matter expertise to guide you in using knowledge management solutions to reduce operational costs, training costs and time-to-profitability for new and unskilled workers. We call that agileMPG.

Is your company experiencing escalating maintenance costs due to:

- routine maintenance tasks taking too long to complete?
- vague maintenance procedures?
- poor quality of completed tasks?
- indiscriminate replacement of parts and supplies?
- failure to adhere to safety policies?

Do your company's best known methods for routine operations and maintenance tasks reside only in the heads of your most skilled workers?

Are your company's training costs higher than necessary due to excessive turnover of unskilled labor?

Effectively reducing your company's manufacturing operational costs requires the type of technical training, equipment education, software training, and project management training in which agileTCP excels. From increasing the skill level of your workforce to decreasing downtime on highly complex or mature equipment, our staff has the expertise to assist you with your needs.

As a step within that cost-saving process, our agileMPG Maintenance Procedure Guide is proven to:

- Reduce overall training cost, including minimizing company costs associated with entry-level training and knowledge requirements
- Improve overall maintenance response times, including mean time to repair (MTTR) and mean time between repairs (MTBR)
- Increase overall maintenance quality by minimizing the number of visits per issue
- Reduce overall operations cost by keeping scheduled and unscheduled downtime to a minimum

The six-step methodology within our agileMPG solution aids your company in both developing and optimizing the specific steps necessary to perform routine operations and maintenance tasks within your semiconductor fabrication facilities. As a result, overall operations and maintenance efficiencies increase while associated costs decrease.

Differing greatly from traditional training techniques, our proprietary agileMPG approach focuses mainly (80%) on kinesthetic (or hands-on/natural discovery) skill development over cognitive (inactive learning/lecture) skill development (20%). Based on this approach, your company is equipped with basic task procedures that leverage best known methods (BKMs) and numerous graphical elements, creating a living job aide that your technicians and engineers will find easy to follow and update, regardless of skill level.

With a design tailored to fit your company's specific operations and maintenance requirements, agileMPG's architecture includes the following capabilities:

- Dense graphics concentration* (such as photography, illustration, animation and CAD in black/white and color options) supports kinesthetic learning, reduces multi-culture translation costs and decreases time needed for updates/revisions
- Ability to use existing documentation and procedures* allows ease of conversion, industry familiarization and standardization needs





Converting intellect to asset.™

Uniformity in design, content and templates provides consistent performance and results across multiple fabrication facilities

Rapid instruction design model quickly disseminates critical operations and maintenance updates to target employees across multiple facilities, minimizing confusion

Versatile delivery options (including multi-media such as online manuals, hard copies and electronic files) minimize personnel costs in entry-level training and knowledge requirements

With a combined 150 years of semiconductor experience – including designing, building and operating FABs worldwide – the agileTCP staff has developed instructor-led and e-learning global training programs specific to select industries since 1996. As experts in technical training and process automation, among many other areas, our personnel are members of the Technician Performance Improvement Council (TPIC), American Society for Training & Development (ASTD) and Project Management Institute (PMI). agileTCP staff also participate in SEMI Standards development and frequently speak as semiconductor training experts at various industry events.

Join many of the largest global semiconductor manufacturers in choosing agileTCP as your knowledge management solution partner-of-choice. For more information on our expertise in the semiconductor industry or our agileMPG solution, please contact us today.

about agileTCP

agileTCP (www.agileTCP.com) is a knowledge management and training solutions company based in Austin, Texas that provides technology-driven solutions by working with clients to transform, control and package business intellect. Since 1996, agileTCP has been meeting and exceeding the training and knowledge management needs of companies worldwide. Our proven techniques, methodology and subject matter expertise have maximized business value for our clients, including increased operational efficiencies of over 80%, reduced training costs of over 40% and substantially increased revenue across our client base. For more information on agileTCP, please visit www.agileTCP.com or call 512-732-2223.