**TYPICAL INTERVIEW QUESTIONS**

**Maintenance Mechanic or Supervisor**

1. What is your job?
2. Describe your duties.
3. How do you get your work?
4. Do you have a computerized WO system?
5. A paper system?
6. What is the work flow process?
7. How is this documented?
8. What system is used to maintain records of maintenance?
9. Where are the records kept?
10. Who has access?
11. Can you get reports of repair histories and costs?
12. What are the expectations of those performing maintenance work?
    1. Time to complete the job?
    2. Quality of work?
    3. Documentation of what was found and what was done?
13. Do you keep any measures related to maintenance work?
    1. What are they?
    2. How are they used?
    3. Who sees them?
    4. Are they improving?
14. Are your maintenance jobs planned?
    1. Describe the planning process.
    2. What does planning include?
    3. Who does the planning?
    4. How many people does a planner plan for?
    5. Is staging materials a part of the planning process?
15. Do you have a scheduler?
    1. Describe the scheduling process.
    2. How far ahead are jobs scheduled?
    3. Who does the scheduling?
    4. What percentage of your work is scheduled?
16. What percentage of your work would you say is done on an emergency basis or as the result of a breakdown?
17. What is the biggest problem you have?
18. If you could change 3 things about your job, what would they be?
19. What kind of emphasis is put on safety?
20. Do you have regular safety training?
    1. What kind?
    2. How often?
21. What kind of training have the mechanics had?
22. Do they get any continuing education?
23. How are your spare parts obtained?
24. Where are they stored?
25. How are inventory levels determined?
26. Do you ever have stock-outs?
27. Do you have input into your budget?
28. Do you get cost reports regularly?
29. Are you held to any standard relative to the budget?

Strategy specific questions about

1. Overtime 2. Shift Work
2. Contractors 4. Contractors
3. Criticality Rankings 6. Improvement Program

**Operations Supervisor or Operator**

1. What is your job?
2. Describe your duties.
3. How do you interact with maintenance?
4. What is the relationship between operations and maintenance?
5. How do you request work?
6. Describe the process?
7. How are priorities assigned?
8. What is the maintenance response?
9. Is there much of a backlog?
10. How would you rate the reliability of your equipment and processes?
11. Is there a formal reliability program to improve it?
12. Describe the program?
13. What measures are in place to indicate the overall performance of your equipment?
14. What kind of PM and/or PdM programs are in place?
    1. Lubrication
    2. Vibration
    3. Performance testing
    4. Other
15. How are improvement projects identified?
16. Who initiates them?
17. Who works on them?
18. Where does your technical support come from?
19. Are drawings and procedures available to you?
20. Do you have input into technical changes or capital projects?
21. Can you think of any that have been completed or are underway now?
22. What kind of training do you get in operations?
23. What is the general skill level of new operators entering your workforce?
24. What is the general skill level of maintenance forces?
25. Do you get any continuing education?
26. What is the safety commitment of the company?
27. Do you have input into your budget? (supervisors)
28. Do you get reports on maintenance costs?
29. Are measures kept on lost production and its causes?
30. Are projects generated as a result?
31. Who is responsible for maintaining this?