



1

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA

2^a
EDICIÓN

BRÚJULA

**Path to Building a Sustainable
Reliability CULTURE**

Ramesh Gulati
Reliability Sherpa

2

Outline: Path to Building a Sustainable Reliability CULTURE

- Introduction
 - Safety Moment ... Safety and Reliability
 - Defining terms
- Why Reliability and Benefit
- Role of Leadership
- Change management and Communication
- Creating Reliability Culture
- Conclusion
- Q/A

#CMCColombia2025

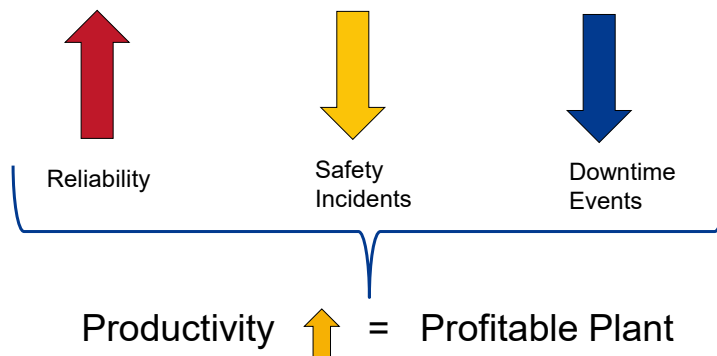

 CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2ª
EDICIÓN

3

Safety Moment

- Safety and Reliability relationship

Reliable, Safer and Productive Operation



#CMCColombia2025


 CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2ª
EDICIÓN

4

A Reliable Plant / Factory is...

ReliabilityX
THE DNA OF SUCCESS



- ✓ Clean
- ✓ Organized
- ✓ Safe
- ✓ Has A Culture of Excellence/Reliability
- ✓ Has rhythm
- ✓ Produces quality
- ✓ Profitable

#CMCColombia2025

Achieve EXCELLENCE with Reliability Sherpa

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2ª
EDICIÓN

5

5

Introduction

ReliabilityX
THE DNA OF SUCCESS

- Why reliability matters:
 - Creates a competitive advantage
 - High productivity creates cost savings, which drive to a profitable organization
- Common challenges organizations face
 - Higher downtime and maintenance costs
 - Reactive culture ...lack of proactive maintenance strategies
- Leverage data & insights for a sustainable approach
- A reliability culture drives success...

#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2ª
EDICIÓN

5

7

Defining Key Concepts /Terms

- Reliability
 - The ability to consistently perform required functions
 - Creates “Peace of Mind”
- Culture/Organizational Culture
 - Shared values, beliefs, and behaviors
 - How people behave
 - Heartbeat of the organization
- Reliability Culture
 - Everyone is responsible for reliability
 - Everyone tries to eliminate/minimize failures

#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2^ª
EDICIÓN

8

The Importance of Reliability in Today's Environment

- Impact on operational efficiency and cost-effectiveness
- Role in safety, compliance, and customer trust
- Competitive advantage in the marketplace
- Costs of failure: 30% downtime increase
- Benefits: 20% cost reduction, innovation

#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2^ª
EDICIÓN

9

Consequences of Poor Reliability Culture

- Increased downtime and maintenance costs
 - Loss of market share
 - Unable to deliver on time...higher downtime
 - Lower productivity
- Safety hazards and regulatory penalties
- Customer dissatisfaction and revenue loss

#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2^ª
EDICIÓN

10

Why Reliability Initiatives Fail

- Lack of leadership commitment
 - "Must live reliability"
- Resistance to change
 - Fear of losing control
 - What's wrong with what we're doing? "It has been working."
- Ineffective communication
- Insufficient training and resources
- Short-term focus

#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2^ª
EDICIÓN

11

Leadership Commitment and Vision

- Role of senior management in driving reliability culture
 - Set the tone
 - Set example by doing...
 - Rewarding people for doing “proactive actions”
- Aligning reliability goals with business strategy
- Creating a clear vision and roadmap

#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2^ª
EDICIÓN

12

Employee Engagement and Involvement

- Encouraging ownership and accountability
- Importance of cross-functional collaboration
- Open communication channels

#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2^ª
EDICIÓN

13

Effective Change Management

- Addressing resistance to change
 - Why is change necessary?
- Communicating benefits effectively
- Celebrating quick wins and success stories



#CMCColombia2025



CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2^ª
EDICIÓN

14

Training and Development

- Providing employees with necessary skills and knowledge
- Continuous learning through workshops and certifications
- Mentorship and coaching programs



#CMCColombia2025



CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2^ª
EDICIÓN

15

Learning never stops

“Live as if you were to die tomorrow. Learn as if you were to live forever”

Mahatma Gandhi

#CMCColombia2025



16

Performance Measurement and Continuous Improvement

ReliabilityX
THE DNA OF SUCCESS

- Using data-driven insights to refine strategies
- Regular review and feedback loops
- Establishing key performance indicators (KPIs)
 - OEE
 - MTBF/MTTR
 - Safety TRIR
 - ...

Think Balanced Scorecard model: 4 perspectives: People, Process, Customer, and Financial.

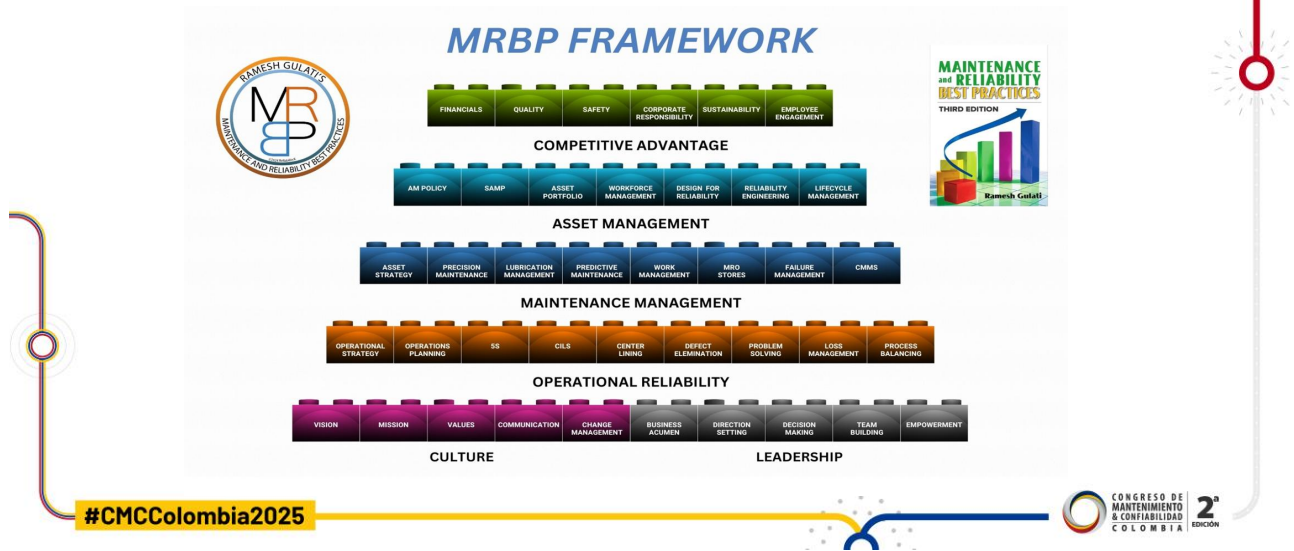
#CMCColombia2025



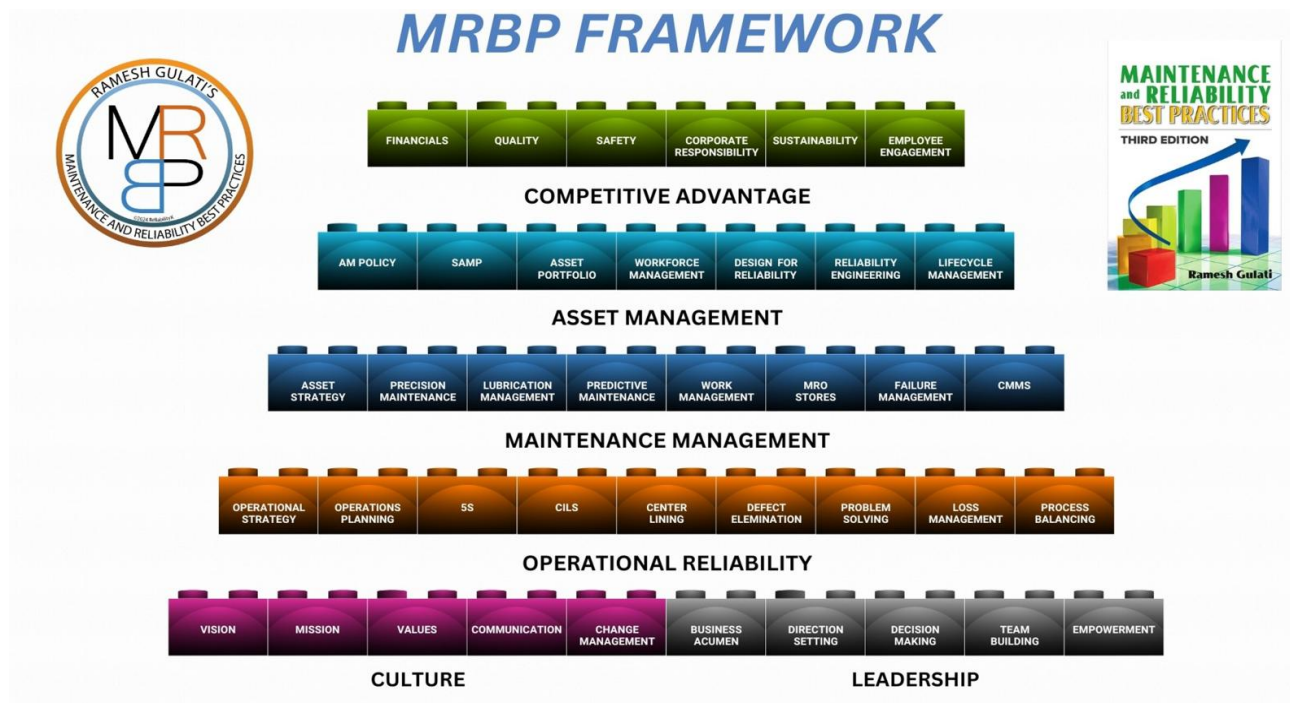
17

Implementing ReliabilityX Framework

Step-by-step integration into organizational processes



18



19



COMPETITIVE ADVANTAGE



CULTURE



LEADERSHIP

#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2ª
EDICIÓN

20

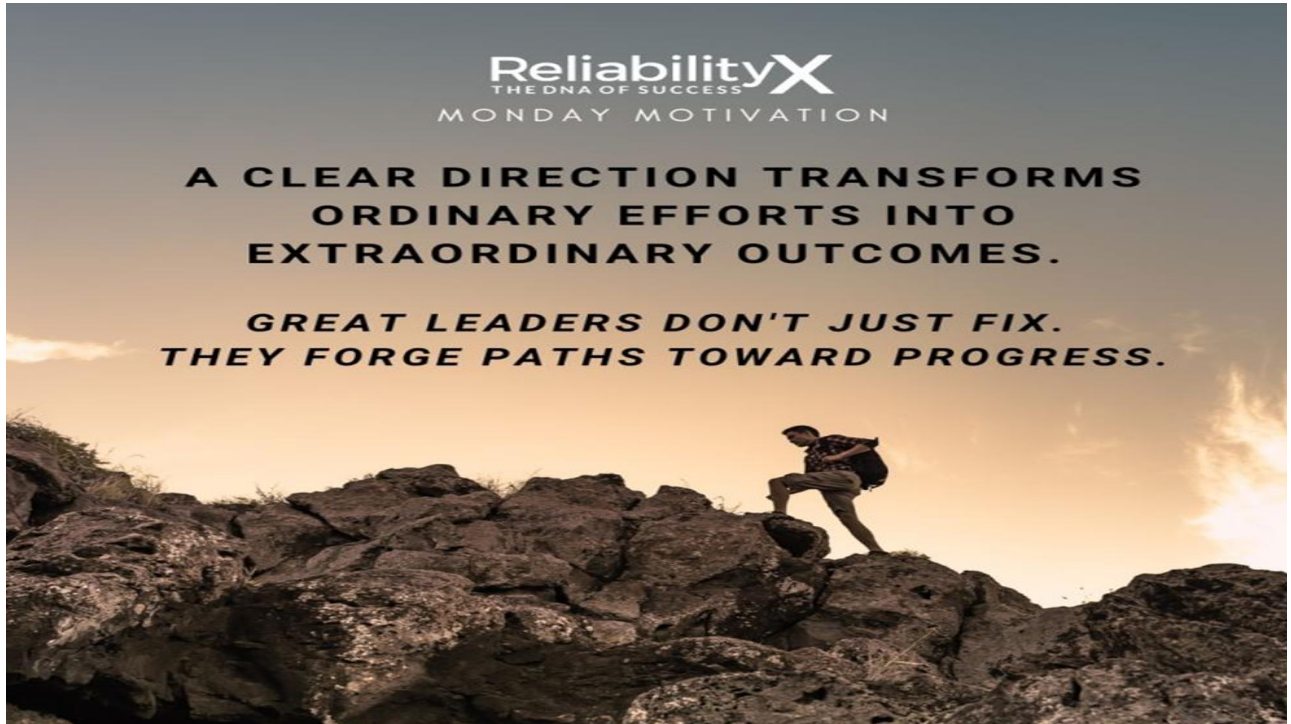
Leadership's Role in Driving Reliability Culture

- Setting expectations and accountability
 - Set the right tone for proactive actions
- Empowerment
- Supporting initiatives with resources and incentives

#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2ª
EDICIÓN

21



22

Overcoming Resistance to Change

ReliabilityX
THE DNA OF SUCCESS

- Engaging employees
 - Conflict resolution
- Open Communication
 - Importance of clear messaging
- Strategies to promote acceptance of change

#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA

2^ª
EDICIÓN

23

Training Employees for Reliability Excellence

- Structured training programs
- Hands-on workshops and real-world application


 #CMCColombia2025


 CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2ª
EDICIÓN

24

Developing a Roadmap for Cultural Transformation

- Steps to create a **sustainable** reliability culture
- Customizing the approach based on organizational needs
- Conduct an assessment and develop gaps
- Develop an action plan with a schedule to fill the gaps
- Ensure the workforce is READY for change... improvement
 - WIIFT (what's in it for them (me))


 #CMCColombia2025


 CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2ª
EDICIÓN

25

Leaders → Culture → Behavior = Results

ReliabilityX
THE DNA OF SUCCESS



#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2ª
EDICIÓN

26

Key takeaway

ReliabilityX
THE DNA OF SUCCESS

- Change is necessary
 - Ensure the workforce is ready
 - Trained in skills required
 - The acceptance of change (Improvement)
- Reliability is essential to stay in business
- Importance of leadership, engagement, and structured change management
- Resources and support necessary to make long-lasting change are available (to create a sustainable Culture)
- Reliability is a journey, and everyone should be engaged/involved to make it successful
 - It takes time

#CMCColombia2025

CONGRESO DE
MANTENIMIENTO
& CONFIABILIDAD
COLOMBIA 2ª
EDICIÓN

27

Do I know everything?

- *“As for me, all I know is that I know nothing”*

– Socrates

- *“And in knowing that you know nothing, that makes you the smartest of all”*

– Socrates



#CMCColombia2025

Achieve EXCELLENCE with Reliability Sherpa



28

Conclusion

- Reinforcing the need for a **sustainable** reliability culture
 - Identify key roles and develop people for each role
 - Establish a succession planning process
- Establish an open & clear communication process
- Reinforce understanding that Reliability is EVERYONE's responsibility.. From shop floor to board room
 - Align the workforce with the business strategy/objectives
- **Reliability is a journey**, not a destination.. Be prepared

#CMCColombia2025



29

Question/Answers

#CMCColombia2025



30



iGracias!

Ramesh Gulati

Ramesh.Gulati@reliabilityx.com

31