

MAINTENANCE, REPAIR AND OPERATIONS (MRO)



MRO stands for maintenance, repair and operations, which refers to the equipment, tools and activities associated with the daily operations of a company.

It does not include materials, products and services that are used directly in production, but rather that which binds and holds everything together. MRO can include HVAC (Heating, Ventilation and Air Conditioning) maintenance, facility lighting, janitorial services, CNC (computer numerical control) machinery, drill presses, forklifts, sockets, PPE(Personal Protection Equipment), power and hand tools, mops, brooms and even furniture.

MRO can refer to planned, routine maintenance activities, also called preventive MRO; it can be predictive, when data indicates that machinery is deteriorating and needs maintenance; or it can be corrective, after an [incident] (<https://sphera.com/glossary/what-is-incident-management/>) occurs .



Inventory accuracy

This metric measures the number of items listed as in stock versus the total number of items held in spare parts and raw materials warehouses. Manufacturing.net reported that this figure should be in the 95 per cent range.



Slow and obsolete inventory

These associated KPIs help MRO stakeholders identify items in inventory that are rarely used or are no longer mechanically suitable for installation. According to Modern Materials Handling, 10 percent is the optimal target for both metrics.



Amount spent on emergency purchases

This performance indicator tells operational managers how much of the budget is spent on purchases of parts or materials made at the time of need. These costs should be as low as possible.