



THE ADVANCED DIPLOMA IN MAINTENANCE & RELIABILITY MANAGEMENT (MRM) FAQ SHEET

WHAT IS MAINTENANCE & RELIABILITY MANAGEMENT ADVANCED DIPLOMA SERIES?

- NC State University, in partnership with Marshall Institute Inc., provides this comprehensive diploma program that will develop your maintenance and reliability knowledge, and sharpen your leadership skills for today's increasingly competitive global marketplace.
- This prestigious diploma program provides you with hands-on, practical maintenance and reliability management education in a unique and convenient three-module format.
 - Three comprehensive one-week modules comprise the Maintenance and Reliability Management diploma series.
 - MRM I Strategic Leadership, Planning and Control—Strategic Maintenance Leadership, World-Class Maintenance and Total Productive Maintenance/Total Process Reliability
 - MRM II Workflow and Materials Management—Maintenance Planning and Scheduling, Storeroom Control/Inventory Management, Lean Maintenance, and Measures and Metrics
 - MRM III Risk and Reliability Management—Preventive/Predictive Maintenance, Reliability-Centered Maintenance/Preventive Maintenance Optimization, and Maintenance Prevention/Reliability Engineering
 - This flexible course is designed for working professionals.
- The modules do not have to be taken in sequence, but you must complete all requirements within a three-year period from the first completed module.
- Upon completion of all course requirements (see “**WHAT IS REQUIRED OF ME TO RECEIVE MY DIPLOMA?**”), you will receive the Advanced Diploma in Maintenance and Reliability Management from NCSU.
 - You may also be eligible to receive 4.0 CEUs and 40 PDHs. *(For more information, please visit ContinuingEducation.ncsu.edu or call NCSU at 919-515-2261).*



WHERE IS THE TRAINING HELD AND WHO TEACHES IT?

Depending on registration numbers, the seminar is held at the North Carolina State University McKimmon Center, Marshall Institute's headquarters, or a comparable facility in Raleigh, North Carolina. It is taught by Marshall Institute instructors and subject matter experts who use up-to-date, real world experience.

WHAT IS INCLUDED IN THE REGISTRATION FEE?

- Five days of instruction and hands-on exercises per module
- Class materials in an MRM tote bag, including user manual and useful tools
- Lunches and breaks
- CMRP Exam fee is **not** included

WHAT IS REQUIRED OF ME TO RECEIVE MY DIPLOMA?

- Take MRM I, II, and III in any order—complete within three years of starting your first module
- To receive your MRM/NCSU Diploma, you **MUST** complete the following (for MRM I, II, and III):
 - Pre-Work— (see “**WHAT IS PRE-WORK?**” below)
 - Homework (see “**WHAT IS HOMEWORK?**”)
 - Pre-Course Assessment—Contains key questions that are a subset of the Post-Course Assessment
 - Post-Course Assessment—Contains key concepts from the module
 - You must pass with 60% competency or accuracy
 - If you don't pass with 60% competency or accuracy, you should re-take the assessment in the next class you attend
- You have the option of taking the CMRP Exam (see “**WHAT IS THE CMRP EXAM?**”)

WHAT IS PRE-WORK?

- Pre-work is defined as work assigned prior to each module, relating to that module, which needs to be completed and brought to the course (*for explanation of Homework, see “**WHAT IS HOMEWORK?**”*).
- You will receive a letter which includes pre-work instructions that must be completed prior to the course—*it is a requirement for receiving the diploma.*
- Questions regarding pre-work content should be forwarded to Rinnette Lowder (rlowder@marshallinstitute.com) or Tracy Strawn (tstrawn@marshallinstitute.com).



WHAT IS HOMEWORK?

- Homework from your **previously attended module** (if applicable), is due on Day 5 of the current module you are attending.
- Homework from **the current module you are attending** is due on Day 5 of the next module you attend.
 - For participants attending another MRM module, bring a hard copy of completed homework to your next class, or e-mail it to Lowndes at wllipsco@gw.ncsu.edu.
 - For participants completing all three modules and graduating, only the homework from the two previously attended modules is required

WHAT IS THE CMRP EXAM (Certification Examination for Maintenance and Reliability Professionals)?

- The CMRP (Certified Maintenance and Reliability Professional) is a professional certification in the area of maintenance and reliability.
- The exam is a 2-hour, 110 multiple choice question exam that targets key areas of the maintenance and reliability profession.
- If you are interested in sitting for the exam, email Marshall Institute (rlowder@marshallinstitute.com) for preparation information, including an SMRP "Registration for CMRP" application, a recommended book list, tools and tips for taking the test, and test strategies. **YOU ARE RESPONSIBLE FOR REGISTERING DIRECTLY WITH SMRP.**
- The cost of the CMRP exam is listed below and is in addition to the cost of the diploma series:
 - If your company is an SMRP member, the cost is \$300 (proof of membership must be supplied).
 - If your company is an SMRP member *and* an SMRP Sustaining Sponsor, the cost of the CMRP exam is \$250 (proof of membership must be supplied).
 - If your company is NOT an SMRP member, the cost is \$425.
 - A limited number of discount coupons are available first come, first served. (If your company is an SMRP Sustaining Sponsor, your company should receive its own discount coupons).



- Send payment for the exam (2 weeks before taking) to:
Maureen Gribble
Certification and Education Director
SMRP
8400 Westpark Drive, 2nd Floor
McLean, VA 22102
703-610-0281
Email: mgribble@smrp.org
- We will attempt to offer the exam at every MRM module.