

UNLV

UNIVERSITY OF NEVADA LAS VEGAS

MAINTENANCE MANAGEMENT CERTIFICATE PROGRAM

HOW TO MANAGE MAINTENANCE FOR RESULTS

UNLV PARADISE CAMPUS, Las Vegas, NV
June 1 & 2, 2009

IMPROVING MAINTENANCE PLANNING, SCHEDULING, AND CONTROL

UNLV PARADISE CAMPUS, Las Vegas, NV
July 22 & 23, 2009

MANAGEMENT SKILLS FOR MAINTENANCE SUPERVISORS

UNLV PARADISE CAMPUS, Las Vegas, NV
September 14 & 15, 2009

HOW TO DESIGN & IMPLEMENT A SUPERIOR PPM

UNLV PARADISE CAMPUS, Las Vegas, NV
October 19 & 20, 2009

Summer 2009 & Fall 2009

Sponsored by
**Professional Development Center
Division of Educational Outreach**

<http://edoutreach.unlv.edu>

MAINTENANCE MANAGEMENT CERTIFICATE PROGRAM

Any of our maintenance programs may be taken independently or you may apply them toward a Maintenance Management Certificate Program. **The University of Nevada, Las Vegas, Professional Development Center, Division of Educational Outreach** is pleased to present the **Maintenance Management Certificate Program**. Four informative and practical two-day sessions are offered to teach effective planning, predictive/preventive maintenance, vendor relations, management, priorities, time management, labor relations, communications, budgeting, standards, controlling, measuring, appraising, and improving maintenance performance. These powerful sessions combine instruction with a variety of participant teaching methods—all designed for you to make significant improvements in your organization. Enroll in the results-oriented seminars individually—or combine them to earn your **Maintenance Management Certificate**. For more information, please call (702)895-3598/3707

ADVANTAGES to EARNING the CERTIFICATE

- Gain a broad base of knowledge to use in all aspects of maintenance
- Learn new methods for planning, scheduling, and controlling problems, priorities, projects
- Gain practical ideas
- Create better relationships with your peers, subordinates, and superiors
- Improve maintenance performance
- Enhance your value to your organization
- Become a leader in the maintenance profession

CURRICULUM (Not all four classes scheduled each term)

HOW TO DESIGN & IMPLEMENT A SUPERIOR PREDICTIVE/ PREVENTIVE MAINTENANCE PROGRAM

HOW TO MANAGE MAINTENANCE FOR RESULTS

IMPROVING MAINTENANCE PLANNING, SCHEDULING AND CONTROL

MANAGEMENT SKILLS FOR MAINTENANCE SUPERVISORS

YOUR SEMINAR LEADER

Ronald S. Friedman is a recognized domestic and international authority on maintenance, operations, and materials, who has conducted more than 1800 public and in-company seminars. Ron is **Chairperson** of **North American Business Services**, based in Scottsdale, Arizona. He has served more than 10% of the 500 largest companies in the world, government, non-profits, and hundreds of smaller service and manufacturing organizations. Prior to entering consulting he served as **Vice President of PepsiCo International**. He also served in nine positions with **Textron, Coca-Cola, Stone & Webster, and Westinghouse**. Ron was elected to the **President's Council of the American Institute of Management** and named a **Fellow** of that council in recognition of his contributions to management excellence. He has also been honored by **AIPE** now **AFE (Association for Facilities Engineering)** and 26 other technical societies in recognition of contributions to industry.

Ron is author of **Cost Profit Analysis**, published by American Management Association; hundreds of articles; and other published works—including all four valuable seminar workbooks used in the certificate program. Ron is listed in **Sterling Who's Who, Who's Who in U.S. Executives, Strathmore Who's Who** and **Who's Who Worldwide**. Three patents bear his name. He has hands-on domestic and international experience in maintenance, including all levels from hourly to top management. His extensive experience in other fields, combined with his specialized knowledge, practical field experience, and reputation at public meetings to zero-in on the specific goals and objectives of participants, have earned him a reputation as a leading international seminar and workshop leader on maintenance and maintenance management.

REFUND POLICY

If you are unable to attend a seminar, please feel free to substitute another person. If you have to cancel your registration, you must call the Professional Development Center at (702) 895-3598/3707 at least two business days prior to the start of the seminar to receive a refund. All refunds will be subject to a \$50 administrative fee per seminar.

HOW TO MANAGE MAINTENANCE FOR RESULTS

UNLV Paradise Campus (PAR) Room 125

851 E. Tropicana • Las Vegas, NV 89119

June 1 & 2, 2009

ABOUT THIS SEMINAR

Learn profit-making, cost-cutting concepts that focus on the best techniques and problem solving methods in maintenance management. We'll cover maintenance planning, scheduling and control, improving communications, controlling capital, operating and project budgets, solving technical and management problems, measuring, evaluating, improving profits, and developing an action plan. 1.5 CEUs

Learn the "nuts and bolts" way to become an outstanding manager. This practical approach has helped over 4,800 registrants and their organizations make significant improvements to maintenance productivity.

Your instructor is a recognized domestic and international authority on maintenance operations and management. He is Chairman of Arizona based North American Business Services.

WHO SHOULD ATTEND

Maintenance Managers, Supervisors, Planners, Team Leaders and Members; Plant Engineers; Facility and Building Managers, Supervisors, Planners, Management Consultants, Operational Auditors and Systems Professionals who work with maintenance; Executives and Directors to whom maintenance reports will also benefit from this seminar.

YOU WILL REVIEW

1. How to present to and obtain top management's support of maintenance
2. Proven methods for establishing realistic maintenance standards of performance
3. Techniques that work to improve maintenance productivity
4. Special methods that improve both morale and performance
5. Using the 162 items in the **Maintenance Opportunity Questionnaire**
6. Criteria for effective managing of maintenance planning, scheduling, and control
7. When and where to employ predictive/preventive maintenance
8. Nuts and bolts ways to become an outstanding manager
9. How to use team concepts to improve maintenance contributions
10. How to deal with resistance to change
11. Proven formal and on-the-job training techniques
12. How to design and develop a specific action plan to significantly improve your technical and managerial track record
13. How to manage the maintenance organization of tomorrow

14. How to use the materials and forms in your seminar workbook such as the ***Maintenance Productivity Improvement Program***, ***the Maintenance Training Program***, and dozens of other valuable resources.

COURSE OUTLINE

I. WHAT TOP MANAGEMENT EXPECTS FROM MAINTENANCE

- A. 17 key indicators senior management uses to evaluate maintenance
- B. 12 major objectives communicated to executive management
- C. Developing objectives in support of both maintenance and top management goals
- D. Presenting to and obtaining the support of upper management

II. MANAGING MAINTENANCE PLANNING, SCHEDULING, AND CONTROL

- A. Improving repairs, alterations, planned, preventive, predictive, and emergency maintenance
- B. Understanding and employing **ET** (Eighty-Twenty), **ABC-YZ**, and either manual or computer versions of them with the **MPM** (Maintenance Priority Matrix)

III. MANAGING THE MAINTENANCE ORGANIZATION OF TODAY AND TOMORROW

- A. How to increase maintenance productivity through the team approach—both in organizations which have implemented team concepts and in those which have not
- B. Proven **updated** techniques for increasing productivity—including management **alternates** that work with and without team concepts—**TQM** (Total Quality Management), **SMT** (Self-Managing Teams), **HO** (Horizontal Organization), **PG** (Peer Group), **TPM** (Total Productive Maintenance), and other methods
- C. Helping employees to **“buy in”** to the team approach; evaluating the overall impact of teams; and why the team approach works in some situations and not in others

IV. CONTROLLING MAINTENANCE CAPITAL, OPERATING, AND PROJECT BUDGETS

- A. Where and how to use **LCC** (Life Cycle Costing)
- B. Objectives of maintenance budget analysis. Maintenance budget reporting opportunities. Using delay reports that save time, improve productivity, and significantly improve the confidence others have in maintenance. Using special reports to improve both project and budget controls

- C. Using the ***“Five Minute, Eight-Step Project Review Form”*** to monitor and improve performance of key maintenance projects
- D. Improving your impact on maintenance budget planning with **MBBA**
- E. Employing **YZ** control techniques

V. OVERCOMING PROBLEMS WITH BOTH YOUR STAFF AND HOURLY WORKERS

- A. Increasing hourly worker productivity and morale. You will develop realistic solutions to the most common difficulties faced by managers
- B. Employing realistic 21st Century resources for recruiting, promoting, and hiring
- C. Working with peers and your staff to identify and solve labor-management problems

VI. IMPLEMENTING MAINTENANCE TRAINING PROGRAMS THAT PRODUCE RESULTS

- A. Understanding and overcoming barriers to the effectiveness of 21st Century maintenance training
- B. Using and modifying the proven **Four-Step Training Criteria**; implementing the rapid, results-oriented, **Four-Step On-The-Job Training Methodology**
- C. Planning and developing realistic maintenance formal and on-the-job training programs

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DATE, LOCATION AND TIME: June 1 & 2, 2009, 8:30 am-4:30 pm, UNLV Paradise Campus (PAR) Room 125, Las Vegas, NV

FEE: \$950, includes instructional materials, refreshments, lunches, parking permit, and 1.5 CEUs. The fee does not include lodging or other meals.

IMPROVING MAINTENANCE PLANNING, SCHEDULING, AND CONTROL

UNLV PARADISE CAMPUS (PAR) Room 103A

851 E. Tropicana Ave. • Las Vegas, NV 89119

July 22 & 23, 2009

ABOUT THIS SEMINAR

Improve your quality and productivity with proven hands-on maintenance planning, scheduling, and control procedures. Learn new skills and update your experience in this two-day information packed seminar. As a maintenance professional, you know that planning, scheduling, and control are at the core of your operations. If they operate efficiently, you can make a bigger contribution to the bottom line. At this workshop, you'll learn to improve operations, shave costs, increase quality, develop standards, implement controls, simplify scheduling, solve problems, and improve reports. 1.5 CEUs

WHO SHOULD ATTEND

Maintenance planners, analysts, supervisors, managers and executives; maintenance project team members and leaders; operations managers, supervisors and executives; plant engineers and plant engineering managers; key executives and managers responsible for cost, quality and timing of maintenance; systems professionals, operational auditors and consultants; key candidates for maintenance planning; and other personnel concerned with maintenance planning, scheduling, and control.

17 KEY BENEFITS OF ATTENDING THIS RESULTS-ORIENTED PROGRAM

At this workshop you will learn:

1. Proven methods for establishing realistic maintenance standards of performance
2. Realistic maintenance planning techniques including proven methods for forecasting and planning for emergencies
3. Procedures for reducing backlogs
4. How to source, evaluate, and contract for software to assist you in planning, scheduling, and controlling maintenance
5. To schedule and control repairs, alterations, planned, preventive and emergency maintenance
6. How to reduce stockouts up to 90% while reducing investment in maintenance inventories up to 80%
7. Ways to use progress and exception reports to improve maintenance productivity
8. How and when to use historical data, work sampling, engineering time standards, estimates, logs, and records to better control maintenance

9. The **10 Step Approach to Solving Maintenance Planning, Scheduling, and Control Problems**
10. Several proven techniques for setting priorities
11. How to obtain reliable equipment performance data
12. To use qualitative and quantitative measurements to measure, appraise, and improve maintenance planning, scheduling, and control
13. Long and short term maintenance planning
14. How to understand and use **Gantt, Milestone** and **PERT** for planning, scheduling, control
15. **Operational and Strategic Maintenance Planning and Control**
16. Ways to plan and control maintenance personnel time and budgets
17. How to use the materials and forms in your valuable seminar workbook to design and monitor a continuing program to improve maintenance performance subsequent to this program

COURSE OUTLINE

I. PLANNING FOR AND ORGANIZING AN EFFECTIVE MAINTENANCE PROGRAM

- A. Comparing organizational structure and personnel duties
- B. Understanding and uncovering opportunities in maintenance, repair, alterations: planned, preventive, predictive, and emergency maintenance
- C. Techniques that work to access and establish planning objectives
- D. Modifying objectives through **"80/20"** and **"ABC"**
- E. Deciding which equipment to place under which program

II. USING RELIABLE EQUIPMENT, PERFORMANCE, COST, AND PERSONNEL ASSIGNMENT DATA

- A. Obtaining equipment performance data
- B. Estimating costs
- C. Allocating personnel

III. COMPUTER APPLICATIONS FOR THE 21ST CENTURY

- A. Maintenance planning, scheduling, and control computer applications which save time, improve record keeping, enhance productivity, and make significant impact on the bottom line for small, medium, and large maintenance activities
- B. Why and how to implement or improve bar coding to better schedule and control maintenance
- C. Using the proven **10 Step Approach to Locating and Contracting for Software and Hardware** which is best for you from over 1,000 options which are available

IV. MAINTENANCE SCHEDULING TECHNIQUES

- A. Planning and installing a long term scheduling system
- B. Implementation of a short term scheduling system
- C. Using work orders
- D. Employing **Operational and Strategic Maintenance Planning, Scheduling, and Control** to fine tune your scheduling and record keeping.

V. CONTROLLING MAINTENANCE INVENTORIES

- A. Inventory considerations and opportunities in maintenance scheduling
- B. Understanding and using the **ID** (Inventory Diagram)
- C. Determining **IC** (Inventory Costs)
- D. Learning how you can reduce stockouts by up to 90% or more
- E. Techniques to reduce investment in maintenance inventories by up to 80% or more
- F. Understanding the financial, purchasing, and maintenance aspects of **FIFO** (First In, First Out), **LIFO** (Last In, First Out), **NIFO** (Next In, First Out pricing), and **FISH** (First In, Still Here)—including realistic applications of when, where, and how to justify the use of **FISH** in maintenance
- G. Understanding maintenance planning, scheduling, and control aspects of **MRP I, MRP II and MRP III and ERP**

VI. MAINTENANCE STANDARDS AND COST CONTROLS

- A. Using historical data, work sampling, engineering time standards, estimates, logs, and records to better achieve realistic schedules
- B. Planning for unplanned maintenance
- C. Improving your impact on maintenance planning by using the proven **MBBA** (Maintenance Building Box Approach) to overcome most negative aspects of unplanned maintenance
- D. Employing **“YZ”** analysis techniques to convert over 50% of your unplanned maintenance into predictive maintenance
- E. Using progress and exception reports
- F. Measuring results obtained

VII. APPRAISING, UPDATING, AND IMPROVING MAINTENANCE PLANNING, SCHEDULING, AND CONTROL

- A. Using qualitative and quantitative measurements to appraise maintenance planning, scheduling, and control performance
- B. Analyzing and evaluating results
- C. Improving the program

- D. Understanding and employing dynamic, easy to use **Gantt**, **Milestone**, and **PERT** techniques to plan, schedule, and control maintenance work orders and projects
- E. Designing and monitoring an on-going program to improve maintenance performance in planning, scheduling, and control

This practical approach to maintenance management has helped over 8,500 participants and their companies make significant improvements in productivity.

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DATE, LOCATION AND TIME: July 22 & 23, 2009, 8:30 am-4:30 pm, UNLV Paradise Campus (PAR) Room 103A, Las Vegas, NV

FEE: \$950, includes instructional materials, refreshments, lunches, parking permit, and 1.5 CEUs. The fee does not include lodging or other meals.

**MANAGEMENT SKILLS FOR
MAINTENANCE SUPERVISORS**
UNLV Paradise Campus (PAR) Room 125
851 E. Tropicana • Las Vegas, NV 89119
September 14 & 15, 2009

ABOUT THIS SEMINAR

This dynamic seminar includes methods to improve morale and performance, counseling techniques, maintenance standards of performance, communications, forecasting, and planning for emergencies. Learn the “nuts and bolts” way to become an outstanding manager.

WHO SHOULD ATTEND

Maintenance Managers, Supervisors, Planners, Team Leaders and Members; Plant Engineers; Facility and Building Managers, Supervisors, Planners, Management Consultants, Operational Auditors and Systems Professional who work with maintenance; Executives and Directors to whom maintenance reports will also benefit from this seminar.

COURSE OUTLINE

I. BECOMING A MORE SUCCESSFUL MAINTENANCE SUPERVISOR

- A. The goals of an effective maintenance plan
- B. The five main components of your plan

- C. Specific techniques that work to establish maintenance planning objectives
- D. Using the **80/20 Rule** to plan more effectively
- E. Employing **ABC-YC Analysis** to more realistically focus your plan
- F. Using the **10 Step Approach** to plan and solve maintenance planning, scheduling, and control problems
- G. Using proven techniques to sell your plans to management
- H. Successful strategies to enhance your reputation and improve your probability of being promoted
- I. Designing and monitoring a continuing program to improve your success

II. SOLVING REAL WORLD LABOR-MANAGEMENT PROBLEMS

- A. Under direction of your expert seminar leader, you will work with other registrants to develop realistic methods to solve some of the most common difficulties between either supervisors or team leaders and maintenance workers
- B. Designing and monitoring a continuing program to improve your relations with your staff

III. IMPROVING YOUR COMMUNICATIONS SKILLS

- A. Understanding and overcoming barriers to good, clear communications
- B. Employing proven methods to enhance your in-person, telephone, and written communications
- C. Designing and monitoring a continuing action plan to improve your on-the-job communications

IV. MAINTENANCE PLANNING, ASSIGNMENT, & SCHEDULING TECHNIQUES

- A. Defining maintenance, repair, alteration, planned maintenance, preventive maintenance, and emergency maintenance
- B. Deciding which equipment to place under which programs
- C. Installing a realistic **PMP (Preventive Maintenance Program)**
- D. Obtaining equipment performance data
- E. Estimating costs
- F. Allocating personnel
- G. Keeping records
- H. Planning and installing a long-term scheduling system
- I. Combining the long and short-term scheduling
- J. Designing and monitoring a continuing program to improve maintenance planning, assignment, and scheduling.

V. MOTIVATING YOUR STAFF

- A. Understanding and using management strategies that work

- B. Theory and practice for effective maintenance management
- C. Determining which strategies and or practical techniques will work best for each specific situation
- D. Conducting effective interviews with subordinates
- E. Counseling: guiding, encouraging, and criticizing your subordinates
- F. Handling employee job related and personal problems
- G. Designing and monitoring a continuing program to improve how you motivate your staff

VI. APPRAISING AND IMPROVING MAINTENANCE PERFORMANCE

- A. Practical quantitative and qualitative techniques you can use to measure, appraise, and improve maintenance performance
- B. Formal and on-the-job training techniques
- C. Employing time management techniques that work
- D. Designing and implementing a **10-Phase PIP** (Productivity Improvement Program) to improve maintenance performance in the areas you control

VII. DEVELOPING ACTION PLANS

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DATE, LOCATION AND TIME: September 14 & 15, 2009, 8:30 am-4:30 pm, UNLV Paradise Campus (PAR) Room 125, Las Vegas, NV

FEE: \$950, includes instructional materials, refreshments, lunches, parking permit, and 1.5 CEUs. The fee does not include lodging or other meals.

HOW TO DESIGN & IMPLEMENT A SUPERIOR PPM

UNLV Paradise Campus (PAR) Room 107

851 E. Tropicana • Las Vegas, NV 89119

October 19 & 20, 2009

ABOUT THIS SEMINAR

This results-oriented seminar includes real world case studies, data analysis tools, and 22 specific guidelines for the design, implementation, and control of PPM programs. Participants will develop an action plan to design and implement a PPM program they can take back to their organization.

WHO SHOULD ATTEND

- Maintenance managers, supervisors, and executives
- Predictive/Preventive maintenance project teams

- Operations managers and executives
- Engineers
- Key executives and managers responsible for cost, quality, and timing of maintenance
- Operational auditors, systems analysts, maintenance planners, consultants, and other personnel responsible for improving or implementing predictive/preventive maintenance programs

COURSE OUTLINE

I. OPPORTUNITIES IN PPM (Predictive/Preventive Maintenance)

- A. Realizing **PPM** (Predictive/Preventive Maintenance) opportunities in maintenance, repair, alteration, planned, preventive, and emergency maintenance
- B. Arriving at priorities for your program.

II. DETERMINING SPECIFIC GOALS FOR YOUR PPM PROJECT

- A. Planning for an effective study of your maintenance activities
- B. Establishing study objectives, schedules, and priorities
- C. Selecting from and using specific study methodologies – 4 techniques are discussed – forms and other resources are included
- D. Customizing your study questionnaire-includes a very specific 19 page **Maintenance Opportunity Questionnaire** with instructions, 171 qualitative questions and 36 quantitative formulas to use as valuable resource for your study of maintenance activities
- E. Conducting the study-includes advantages, disadvantages, and specific financial and operational considerations
- F. Presenting your findings and recommendations

III. DESIGNING YOUR PPM PROGRAM (New and/or Improved)

- A. Understanding and establishing realistic planned, predictive, and preventative maintenance standards and controls
- B. Determining when and where to use **PPM** and when **RTF** (Running to Failure) and then using **CM** (Corrective Maintenance) is best
- C. Using the **10-Step Approach** for the Design and Implementation of your PPM program. Advantages and disadvantages of **PPM** analysis, design, and implementation by your organization.

IV. ANALYZING YOUR DATA

- A. Cost analysis of **RTF** vs. **PPM**
- B. Other financial and operational considerations
- C. Determining the order of placing equipment, lines, facilities, etc. under PPM

- D. Deciding which technique or combination of techniques and supporting equipment is best for your operation: Statistical, Judgmental, Calendar, Running Hours, Operator, Instrument, Petrochemical, Infrared, Ultrasonic, Vibration, etc.
- E. Inventory analysis and decisions
- F. Manual, hardware, and software considerations-including a specific 10 step program containing 9 pages of checklists for your use when searching for and evaluating hardware and software
- G. Long and short term planning and scheduling techniques
- H. Integrating the PPM program with other maintenance and operational planning and scheduling
- I. Involving and training engineering, maintenance, operational, and other personnel

V. CONTROLLING YOUR PPM PROGRAM

- A. PPM budget analysis, reporting criteria, delay, special and control point data
- B. Using special forms and techniques to monitor, control, and improve the results of your program
- C. Making changes as machinery, equipment, conditions, and priorities change
- D. 22 specific guidelines in the design, implementation, and control of PPM programs

VI. REAL WORLD CASE STUDIES

- A. Group case discussion on finding solutions to selected PPM problems and goals registrants bring to this meeting
- B. Developing an action plan to design and implement a PPM program or to improve your existing PPM program

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DATE, LOCATION AND TIME: October 19 & 20, 2009, 8:30 am-4:30 pm, UNLV Paradise Campus (PAR) Room 107, Las Vegas, NV

FEE: \$950, includes instructional materials, refreshments, lunches, parking permit, and 1.5 CEUs. The fee does not include lodging or other meals.

REGISTRATION FORM

(Please note location of seminars)

[] **HOWTO MANAGE MAINTENANCE FOR RESULTS – B092EG3139**

June 1 & 2, 2009, Mon. & Tue., 8:30 am - 4:30 pm

Location: Paradise Campus, (PAR), 125, Las Vegas, NV 89119

\$950 includes materials, refreshments, parking permit, lunches, and CEU's

[] **IMPROVING MAINTENANCE PLANNING, SCHEDULING, AND CONTROL B092EG3125**

July 22 & 23, 2009, Wed. & Thur., 8:30 am - 4:30 pm

Location: Paradise Campus, (PAR), 103A, Las Vegas, NV 89119

\$950 includes materials, refreshments, parking permit, lunches, and CEU's

[] **MANAGEMENT SKILLS FOR MAINTENANCE SUPERVISORS – B093EG3132**

Sept. 14 & 15, 2009, Mon. & Tue., 8:30 am - 4:30 pm

Location: Paradise Campus, (PAR), 125, Las Vegas, NV 89119

\$950 includes materials, refreshments, parking permit, lunches, and CEU's

[] **HOWTO DESIGN & IMPLEMENT A SUPERIOR PPM – B093EG3131**

Oct. 19 & 20, 2009, Mon. & Tue., 8:30 am - 4:30 pm

Location: Paradise Campus, (PAR), 107, Las Vegas, NV 89119

\$950 includes materials, refreshments, parking permit, lunches, and CEU's

Enclosed is my check for \$_____made payable to **Board of Regents**

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BY PHONE: You may register by phone with Visa, MasterCard, Discover or American Express cards by calling **(702) 895-3394**. Please have class title, start date, credit card number, and expiration date.

BY FAX: Educational Outreach, University of Nevada, Las Vegas, **(702) 895-4195**.

UNLV is an AA/EEO Institution



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Maintenance Management Certificate Program

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