

● August 2025

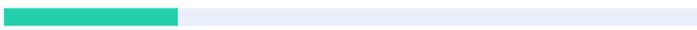
2025 Maintenance Maturity Insights

Question 01

How is maintenance work typically requested in your facility?

- a. Technicians report it verbally or via WhatsApp

25%

 268 Respondents

- b. We fill paper or Excel-based forms

20%

 215 Respondents

- c. We log requests through a shared digital form

18%

 193 Respondents

- d. Work requests are logged through a dedicated software system

37%

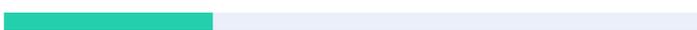
 397 Respondents

Question 02

How do you schedule your preventive maintenance tasks?

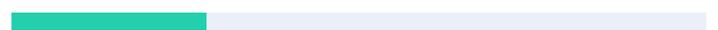
- a. We don't have preventive maintenance – only breakdown repair.

30%

 322 Respondents

- b. It's based on static monthly/quarterly schedules in Excel

28%

 300 Respondents

- c. We use reminders or calendars

22%

 236 Respondents

- d. It's fully automated through a system based on equipment usage or run-time.

20%

 215 Respondents

Question 03

How are parts and materials tracked during maintenance jobs?

a. We don't really track them.

22%

236 Respondents

b. We note them down manually or after the job

27%

290 Respondents

c. We enter the parts used into a spreadsheet or system manually

30%

322 Respondents

d. Parts are automatically deducted from inventory through integrated work orders.

21%

225 Respondents

Question 04

How do different teams (maintenance, inventory, finance) stay in sync?

a. We call or email each other as needed

28%

300 Respondents

b. Weekly coordination meetings

25%

268 Respondents

c. Some shared documentation (like Google Sheets)

22%

236 Respondents

d. Our systems are integrated, with real-time updates available to all stakeholders.

25%

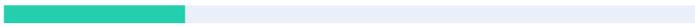
268 Respondents

Question 05

How do you know if your team is productive?

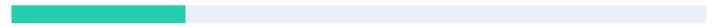
- a. We go by gut feeling and manager feedback

26%

 279 Respondents

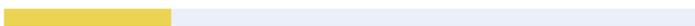
- b. We review completed jobs manually every week

25%

 268 Respondents

- c. We track technician time and work orders in a basic system

24%

 258 Respondents

- d. We have a dashboard showing real-time task status, response time, and productivity KPIs.

25%

 268 Respondents

Question 06

When an asset fails, how fast do you know and act?

- a. When someone notices and reports it

35%

 376 Respondents

- b. After a daily or weekly inspection

27%

 290 Respondents

- c. We monitor through semi-regular sensor logs

20%

 215 Respondents

- d. We're alerted instantly via IoT or sensor-based triggers integrated with our CMMS.

18%

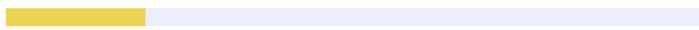
 193 Respondents

Question 07

How do you track service history for each asset?

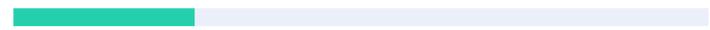
- a. We don't have records for each asset

20%

 215 Respondents

- b. Paper records or static files

26%

 279 Respondents

- c. Manually updated digital log

28%

 300 Respondents

- d. Automatically updated asset maintenance logs tied to the work order system.

26%

 279 Respondents

Question 08

How do you assign work orders to technicians?

- a. We call or message them directly

24%

 258 Respondents

- b. The supervisor manually assigns based on availability

29%

 311 Respondents

- c. The system suggests options but we finalize manually

26%

 279 Respondents

- d. Work orders are auto-assigned based on skills, availability, and proximity.

21%

 225 Respondents

Question 09

How are vendor and contractor tasks tracked?

a. Through emails and follow-ups

27%

290 Respondents

b. With shared documents or Excel trackers

25%

268 Respondents

c. Through a contractor portal but updates are manual

28%

300 Respondents

d. Vendor work is tracked, approved, and recorded through an integrated digital platform.

20%

215 Respondents

Question 10

How often do you use data to guide maintenance decisions?

a. Rarely — we work reactively.

23%

247 Respondents

b. Occasionally during audits or when there's a major failure.

26%

279 Respondents

c. We review reports monthly

25%

268 Respondents

d. We use real-time dashboards and reports to adjust strategy regularly

26%

279 Respondents

Thank you for exploring the 2025 Maintenance Maturity Insights

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 hello@zapium.com

 www.zapium.com

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