Time and money wasted for searching documents

Based on several studies (See the link list at the end of this document) the amount of **time wasted searching for documents and information in industry is surprisingly high**, and maintenance organizations are often hit even harder because technicians need the correct manuals, drawings, procedures, and parts information before they can start work.

1. Executive Summary

Area	Time Lost Searching
General knowledge workers	1.8 to 2.5 hours/day (19% to 30% of work time)
Engineers	Often 1+ hour/day searching for parts and technical information
Maintenance technicians	8-22 minutes per repair event searching for documentation
Maintenance organizations	Only 25-35% of technician time is typically spent performing actual maintenance work; the remainder is consumed by travel, waiting, finding parts, locating information, permits, and administration

2. Engineering and Manufacturing

In manufacturing and engineering environments, the problem is frequently worse because information is spread across different systems like ERP systems, CMMS systems, SharePoint, Network drives, CAD systems, Paper manuals, Vendor documentation.

A Siemens/CADENAS industry survey found that:

- **48% of engineers spend at least one hour every day searching for parts and component information**.

Engineers may waste substantial time recreating components that already exist because they cannot find them. (*siemens*).

3. Maintenance Organizations

Maintenance departments often measure productivity through "wrench time" (also called tool time), meaning time spent working on equipment.

Industry studies show typical wrench time is only **25-35% of a technician's shift**. The remaining **65-75%** is consumed by:

- Looking for information
- Waiting for permits
- Finding spare parts
- Travel between locations
- Administrative work
- Coordination etc.

A 2024 maintenance optimization study found average wrench time of only **28%**, and identified missing equipment data, missing BOMs, lack of troubleshooting guides, and poor information availability as key contributors to inefficiency. (*acadlore*)

4. Document Search Specifically in Maintenance

According to maintenance documentation analyses:

- Technicians frequently spend **8-22 minutes per repair event** searching for the correct documentation.
- For a team of 12 technicians making 3 document searches per shift, over **480 minutes (8 hours) of productive maintenance time** can be lost daily (*oxmaint*).

Manuals and information tried to found were: Equipment manuals, Wiring diagrams, P&Ids, SOPs, Torque specifications, Spare-part references and Previous maintenance records.

5. Why finding of right information and documents is so difficult, why time is wasted?

The most common causes are:

- Documents are stored in multiple systems
- Poor document naming standards
- No asset-to-document linking
- Outdated document versions
- Paper records mixed with digital records
- Weak search functionality
- Missing metadata and asset hierarchy structure (*siemens*)

6. What is the cost of wasted time – how much income is wasted?

Based on the studies mentioned and referred maintenance personnel spend 5-10% of their working time searching for information and documents or even more like 15-30% (*oxmaint*).

For a team of 20 maintenance technicians working 1,800 hours/year:

- 20 × 1,800 × 5% = 1,800 hours lost/year
- At €50/hour = **€90,000/year**

At 10% search time:

- **€180,000/year** lost

A lot of money and using estimate of 15-30% of working time even more.

7. RightMaint™, Smarter maintenance – bigger returns

RightMaint™ is Nordic based Maintenance Work Management System for more productive maintenance work. RightMaint™ is for finding right information and documents by utilizing the context like documents of position (place), documents of device and documents of

defects as context is in many cases the best method to find information. With help of RightMaint™ the workers doing the work can have right documents on site.

Second idea of RightMaint™ is report defects using uniform way so that they can be compared to each other. Uniformed defect data will be company's own history database of defects happened and what have been reasons for those defects and how they have been fixed. This database is the foundation for AI-based analysis and predictive maintenance of the company. Reporting defects prevents the loss of tacit knowledge in a company too.

To management RightMaint™ provides visibility and knowledge what is going on (status) and what kind of failures the devices and whole process are having. Are there some typical failures what occur often and which devices are most susceptible to failure.

To workers RightMaint™ provides accurate and right information and documents to do repairs what is safer, more convenient and of course more efficient. No guessing, no errors than right decisions.

With RightMaint™ work is more productive and less errors will be done.
It improves the quality and safety of work as right documents and repair instructions will be found easily without wasting time for searching. As global studies say that the average time wasted for searching right information and instructions etc. is 15-30% of working time. This means a lot of wasted time, about one working day per a week or even more. This wasted time means a lot of wasted money. As RightMaint™ helps to find right information easier and faster it increases productivity so much that in most cases the ROI of RightMaint™ investment can be over 100%.

Link list of studies

Time Spent Searching for Information | Asa.Team Blog

https://blog.asa.team/how-much-time-do-employees-spend-searching-for-information/

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https://computhink.com/wp-content/uploads/2015/10/IDC20on20The20High20Cost20Of20Not20Finding20Information.pdf

https://evy.so/facts/time-spent-searching-for-information/

How much time do you spend searching for parts? - Partners

https://oxmaint.com/article/smart-maintenance-documents-technician-search-time

https://www.innovapptive.com/blog/wrench-time

How Smart Maintenance Documents Reduce Technician Search Time