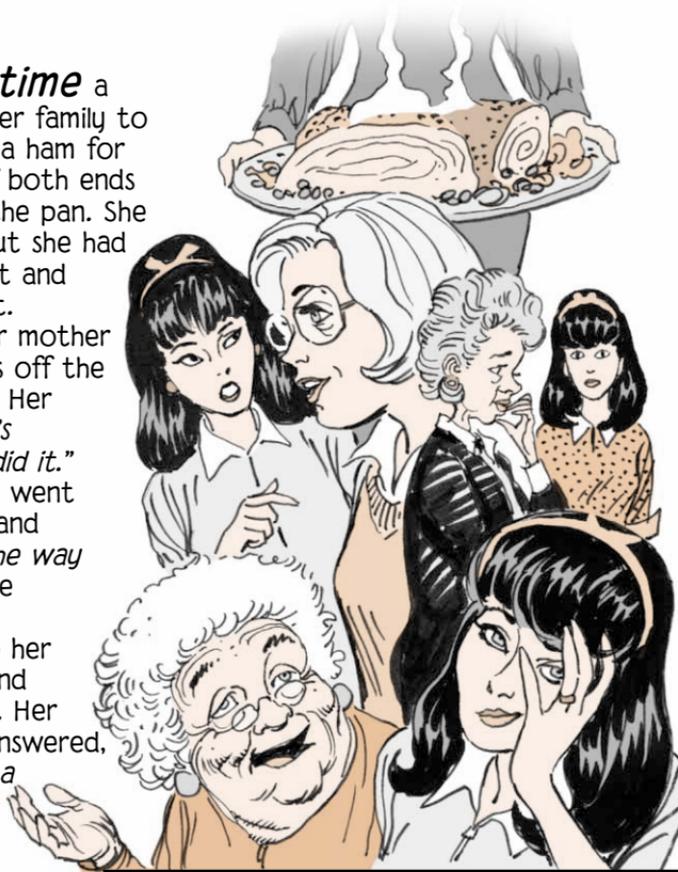


Once upon a time a young bride invited her family to dinner. She prepared a ham for baking by cutting off both ends before putting it in the pan. She did not know why, but she had seen her mother do it and knew it must be right.

Later, she asked her mother why she cut the ends off the ham before baking it. Her mother replied, *"That's the way my mother did it."*

So the young bride went to her grandmother and asked again. *"That's the way my mother did it,"* the grandmother replied.

Finally, she went to her great-grandmother and asked one more time. Her great-grandmother answered, *"Because I never had a pan big enough to hold an entire ham!"*



Word-of-Mouth Maintenance

Do you ever do maintenance that you're not quite sure why it's required? Could be you're **not** doing maintenance "by-the-book," but by word-of-mouth.

Word-of-mouth maintenance is not always bad. A lot of good info gets passed that way. But so does a lot of out-of-date info. And a lot of wrong info!

Don't do maintenance that is not covered in your TM unless the maintenance objective is clear and the special circumstances for doing it are well-defined.

Question all maintenance that seems to be word-of-mouth. Technology is constantly changing equipment, like gas engines to diesel or batteries requiring maintenance to batteries that are maintenance-free, but some of us stubbornly hold on to outdated maintenance techniques.

Understanding why a preventive maintenance task is required is an important motivator for doing that maintenance. If your TM does not tell you to do a specific preventive maintenance task and your objective is not clear, it could be that word-of-mouth has you doing work no longer needed.