

FACILITIES & PLANNING SERVICES (F&PS)

Work Order Procedure (Non-Housing Areas)

Effective Date: September 20, 2017

Revision Date: April 12, 2019



Purpose: In an effort to assure proper handling and a timely resolution, this procedure serves as a guide for submitting work order requests.

Procedure:

- All requested work must be initiated as a work order request. Staff or Faculty who want to submit a work order request must do so through their department's designated "Requestor" (typically the department secretary).
- The CMMS (Computerized Maintenance Management System) Administrator for the F&PS department receives, accepts, assigns and processes all work order requests. This staff member can be contacted at x8277 for any questions, corrections or follow-up needed information.
- Work order requests are to be submitted via the WebTMA computer system, with the exception of an emergency. An emergency is defined as a condition that will cause damage or injury to property or persons if not responded to immediately. *If there is an emergency, call F&PS Front Desk at x4360 and inform the office of the situation, **prior** to submitting to the WebTMA computer system.*
- Please only include one type of request per work order, as the type of repair needed (i.e. lighting or plumbing) may be assigned to different technicians. Also, submitting one item per request allows our department to track issues that might become "chronic."
- If a work order request requires a major expense (over and above repair or maintenance), approval should be obtained before submitting the request to F&PS. Please contact F&PS to obtain a Department Purchase Request form. This document must be completed (and requires a VP signature for costs over \$500), and submitted to F&PS before the work order will be completed.
- When the work request is received, it is given a priority rating and a work order number. It is then assigned to a technician based on the priority, trade and current workload.
- When completing a work order request, be sure to include the specific location (i.e. room number). This will provide the technician information needed to formulate a repair plan and determine the extent of work required. If parts or an outside contractor is needed to complete the assignment, the requestor will be notified of the status.

- Work order priorities are determined as follows:

WO Priority	Definition	Response Time
E	Emergency work	Immediate (within 20 minutes)
U	Urgent work	Same Day
ND	Next Day Service	Next Work Day
R	Routine Maintenance	As Scheduled
VIP	High Security Location	Same Day – with permission (VP request)

- When the assignment is complete, the work order is closed in the WebTMA computer system. The requestor will be notified via e-mail of the completion and given the opportunity to provide feedback on the work.
- **Work orders submitted on a Friday or over the weekend will not be addressed until the following Monday (or next business day in the event of a holiday). Due to F&PS office hours, office staff do not work from Friday, 5pm until Monday, 8am – and therefore are not able to process work orders received during that timeframe.**
- Occasionally work order requests are unavoidably delayed. The requestor should follow up on work orders not completed within 2 weeks. Under no circumstance should the delay be ignored. The requestor should check their computer for the status of the work order. If there are questions after the status has been checked, then call F&PS at x8277. **Please do not submit a second request for the same work.**
- In order to properly document and respond to maintenance and service request, please make every effort to follow this procedure instead of verbalizing and/or e-mailing request to technicians and/or managers with the exception of an emergency. Emergencies may be called in and then followed up with a work request submission. Technicians do not have the necessary information to determine how workloads will be delegated.