

Physical Plant Policy & Procedure #2

TITLE

REPAIR SERVICE WORK ORDER PROCEDURES

OBJECTIVE AND PURPOSE

- ◆ A Work Order is required when requesting Physical Plant services. The Work Order provides a tracking system to receive, assign and record the materials used and the labor involved. The Work Order also assists in maintaining accountability for the responsibilities involved.
- ◆ This policy prescribes the sequence of Physical Plant actions taken to assure consistent and timely response to campus service requirements.

RESPONSIBILITY

ACTION

**UNIVERSITY STAFF/
FACULTY/STUDENT**

- ◆ University community members request/report work to be performed by contacting the Physical Plant Customer Service Center via memo, email, phone call or walk-in. The requestor must provide a description of the problem or the work to be performed, the location of work to be performed, and the name and phone number of the requestor and/or person to be contacted.

**PHYSICAL PLANT
CUSTOMER SERVICE
REPRESENTATIVE**

- ◆ Customer Service staff members document request and create within the computer managed maintenance system (CMMS) the On-Site Form which is the normal vehicle for transferring the information to the service group which will perform the requested service/work.
- ◆ Customer Service staff members assign a work priority to the Work Order as indicated below. Work Order Priority designation defines the time frame within which the work should be completed and further determines the manner in which the work request is communicated to the service group.

A. Emergency Priority: If the priority is Emergency, the Customer Service Representative immediately transfers the request to the service group via telephone/radio contact. The On-Site Form is then completed and assigned to the appropriate service group.

B. Urgent Priority: If the priority is urgent, the On-Site Form is completed and the Customer Service Representative telephones the service group to make certain that the work request is quickly reviewed and scheduled for same day attention. Any work associated with the proper operation of any class will be treated as urgent.

C. Routing/Other Priority: Requests with priorities of routine are processed via On-Site Form through CMMS transmittal and do not receive immediate transmittal via telephone.

- ◆ Customer Service provides after hours service and contacts maintenance staff directly.

Issued By: Schaeffer	Date Issued: 4/01/01	Date Revised:	Effective Date: 4/01/01
APPROVED:	Vice President	Associate V.P.	Director

- ◆ Within (2) work days, Customer Service Representatives shall email the requestor of scheduled dates for work to be performed, completion dates for work performed, and any holds or changes in schedule which arise before the work is completed.

PHYSICAL PLANT SHOP SUPERVISOR

- ◆ The Shop Supervisor reviews the queue of work assigned to the shop, schedules the expected start and finish dates, and assigns the staff member(s) to perform the work and informs them of the work details by providing a copy of the CMMS Work Order information. The Supervisor then monitors the progress of the work by reviewing daily reports of work completed as submitted by the shop staff.
- ◆ In the case of Emergency work priority, staff are immediately dispatched to the work site and remain with the assignments until the situation has been corrected.
- ◆ In the case of Urgent work priority, staff complete or are reassigned from other work assignments and remain with the new assignment until the situation has been corrected.

PHYSICAL PLANT SHOP MECHANICS

- ◆ The assigned staff review and plan the steps required to perform the work. Parts are ordered/released as needed and the work is performed. Upon completion, the mechanic marks the Work Order complete, records the completion date and transfers the Work Order back to the supervisor for data entry in the CMMS.
- ◆ If a problem cannot be resolved by the mechanic, then the Shop Manager is contacted for further support and resolution.

PHYSICAL PLANT CUSTOMER SERVICE REPRESENTATIVE

- ◆ The Customer Service Representative reviews the Work Order for completion of all above steps, prepares the work for CMMS accounting close out, and marks the Work Order as closed.

REFERENCE

- ◆ Customer Service Center is the central contact point for requesting all services provided by the Physical Plant Department. To initiate a Work Order, contact Customer Service, located in the Physical Plant Utilities Building, #5.
- ◆ Phone: 72240
- ◆ Hours: 8:00 a.m. – 5:00 p.m.
- ◆ Emergency Answering: 24 hours/7days
- ◆ Location: Central Utility Plant
- ◆ Email: PPWKCTRL@FAU.EDU