1. **PURPOSE:**

The purpose of this Work Execution Expectations document is to give Supervisors a framework to understand and employ best practices in managing work.

2.0 **INSTRUCTIONS:**

* Emerging Dispatch will be reviewed by the Supervisor and/or discussed with technician(s) as needed.
* If necessary, Supervisor follows same workflow process as described below for Emerging Work Group work orders.
* Each Emerging Work Group Work Order will be reviewed by the appropriate Area or Trade Specific Supervisor.
* Supervisor determines if the work scope can be managed and performed in a timely manner by their crew.
* Supervisor gathers needed information about the work order from the originator if necessary.
* Supervisor to read Short and Long description
* Supervisor to check the Attachments, Work Log, and Communication Log for additional information.
* Supervisor checks for Related or Originating Records and reads their Short and Long Descriptions, and Log entries, etc.
* If the Supervisor accepts the work the following is required:
  + The Supervisor assigns the work order to the appropriate Technician to be performed.
* If any non-stock part(s) or material(s) need to be ordered, the Supervisor will “route workflow” the WO to WMATL status and enter appropriate Work Log notes.
* The Supervisor creates a CHILD work order if or when:
* Resources from other work group(s) are needed.
* Work coordination efforts are needed from Planning.
* It is determined that the work scope is outside of the work group’s abilities.
* When a child work order is generated, the Supervisor creating it:
* Populates the Contact information in the *Responsibility* field identically to the parent work order. If that is not appropriate, then the Supervisor populates appropriate Contact information.
* Enters detailed Short and Long descriptions about what they intend to have done with the WO, whether it’s emerging, or if it gets sent to Planning (RTP).
* Goals for Completion:
* **Emerging Dispatch Work Orders** – Responded to and arrested within one day, and 50% of work orders completed within 14 days, 90% of work orders completed within 30 days.
* **Emerging Work Group Work Orders** – 50% of work orders completed within 14 days, 90% of work orders completed within 30 days.
* Any emerging work that reaches a cost threshold of >$2,500, requires the replacement of an Asset, or the anticipated scope increases beyond original expectations requires Supervisor communication with a Planner.
* If an Emerging Work Group work order is deemed to be outside of the work group’s scope, or if a Supervisor determines Planning can add value by work coordination, defect elimination solution, or replacement of an existing asset, the Supervisor must create a child WO and route to Planning.
* Note: Short description must begin with “RTP” to ensure the work order will *Return to Planning.*
* Supervisor populates meaningful and helpful notes in the Long description.
* The originating WO can then be completed with the appropriate Work Log entry.

3.0 **TRANSFERRING A POST-APPR WORK ORDER TO ANOTHER WORK GROUP:**

* Emerging Dispatch Work Orders
* If a Technician receives an Emerging Dispatch work order and determines the work needs to be done by another crew, the Supervisor and/or Technician will contact WRC to have the work order dispatched to the correct Technician.
* WRC personnel will add the correct Technician assignment and populate the correct work group.
* Emerging Work Group and Non-Emerging Work Orders
* If a work order is sent to a Supervisor or Technician and it is determined that the work needs to be performed by another crew, Supervisor and/or Technician will add necessary Work Log and description notes.
* Supervisor will add an assignment line for the appropriate craft & skill to the work order.
* Supervisor will change the work group to the appropriate crew
* The Supervisor will then send a Maximo Communication Log (WO CHANGE WG) to the correct crew Supervisor advising them that the work order was transferred to their work group.
* In all cases, appropriate work log notes are to be entered by the Supervisor and/or Technician(s) who originally received the work order.

Rev 1.1 3/18/2019 New release

Rev 1.2 9/16/2020 Removed reference to send emerging work to WPLAN, and added direction to close emerging work, and initiate a child for wok that’s to be planned.

Rev. 1.3 6/7/2021 Grammar & Formatting; numerous revisions to align with CMMS updates.