# **PURPOSE:**

The purpose of this is for the Facilities Specialists to review all available information on a work order to ensure the descriptions and information are accurate, to make sure work orders are complete, and that they are not a duplicate of another open work order. It may be necessary to contact the initiator of the work order to gather more details for clarification.

1. **DEFINITION / SCOPE:**

Facilities Specialists triage new work orders to ensure required data fields are fully populated:

* + **Work Order Description** - (Short and Long Descriptions) Collect more information if necessary.
  + **Location** - Confirm location is legitimate and is as specific as possible.
  + **Work Type** - Select appropriate work type based on Work Order Description.
  + **Failure Class** - Select appropriate based on Work Order Description.
  + **Problem Code** - Select appropriate based on Failure Class.
  + **Asset –** If this information can be obtained, or available.
  + **Major Maintenance Code** – Select appropriate Major Maintenance Code.
  + **Urgency** – Decide on best educated selection from Work Order Description and any other known information.
  + **Target Start/Target Finish** – This field should automatically populate when Urgency is filled in.
  + **Required Start/Required Finish Dates –** This information is sometimesembedded in the short and long descriptions and needs to be populated in the proper fields.
  + **Charge Cost Object and Financial Sponsor**

1. **INSTRUCTIONS:**

Facilities Specialist to determine if the Work Order is an Emerging Dispatch

**URGENCY A**

**Urgency A** is the highest priority work and requires immediate action by the maintenance work force. This work bypasses the normal planning and scheduling routine. Urgency A example conditions are, fire, flood, immediate personal injury, access/security;

SAFETY - Any safety condition that can cause personal bodily harm resulting in a lost time accident, causes serious injury, or loss of life, or any condition that if not corrected could lead to an injury, or result in violation of the safety manual rules, OSHA rules, or may result in personnel working in an unsafe manner.

ENVIRONMENTAL – A requirement or specification out of compliance or equipment malfunction or failure which is or will result in an environmental incident that causes the University to violate environmental laws, rules or regulations, or results in damage to the environment or a fine.

LOCATION - An equipment malfunction, failure or imminent failure that will result in serious damage to a location.

**URGENCY B**

**Urgency B** maintenance work requires same-day action by the maintenance work force. This work bypasses the normal planning and scheduling routine. Example conditions for Urgency B work are: CCS Notification Work Orders, Drips, Clogs, Lab Equipment, Research Affected Work Orders, Whole Building Issues.

SAFETY - No immediate threat to safety.

ENVIRONMENTAL – No immediate threat to safety.

LOCATION – No immediate threat to safety.

OPERATION - An equipment malfunction or failure that immediately affects the ability of the University to operate, or significantly affects efficiency and effectiveness.

## **URGENCY C**

**Urgency C** work includes equipment, facility conditions, and/or specific customer requests that must be corrected in order to improve operating conditions, contribute to reliability, or operational efficiency or restore a unit, system or component to original design. For more critical locations, these conditions bypass the normal planning and scheduling routine; for less critical locations, these conditions are planned, scheduled and coordinated with overall maintenance programs. The conditions for Urgency C work include:

SAFETY – No current threat to safety but could become a threat to safety if left unaddressed.

ENVIRONMENTAL - No current threat to the environment but could become a threat to if left unaddressed.

LOCATION – No current threat to the location but could become a threat to if left unaddressed.

## **URGENCY D**

**Urgency D** work includes equipment, facility conditions, and or specific customer requests that must be corrected in order to improve operating conditions, contribute to reliability, or operation efficiency or restore a unit, system or component to original design. These conditions are planned, scheduled and coordinated with overall maintenance programs. The conditions for Urgency D work include:

SAFETY – No current threat to safety.

ENVIRONMENTAL - No current threat to the environment.

LOCATION – No current threat to the location.

OPERATION - An equipment malfunction or failure that the potential to affect the ability of the University to operate, or significantly affect efficiency and effectiveness.

## **URGENCY E**

**Urgency E** work includes all work that cannot be categorized into one above, such as aesthetic only maintenance work.

* Facilities Specialist to apply the appropriate “Canned” JP with the correct trade code on the plans tab to the Work Order:
  + 42555 – used for an emerging dispatch work order (typically urgency A & B).
  + 42618 – used for an emerging work group work order sent to the appropriate supervisor.
  + Other canned job plans – apply as appropriate per work order description.
    - For example: faucet repair, flush valve repair, clogged drains, water fountain, doors, fan noisy, too hot/too cold, ballasts, etc.
* If Work Order is Emerging Dispatch:
  + - Apply appropriate job plan.
    - Remove Planner Group from field if it was populated by the job plan.
    - Assign a specific technician on the Assignments Tab.
    - Notify technician of the Work order via radio, phone or in person, and send it to them.
    - Send communication email (1014).
* If Work Order is Emerging Work Group:
  + - Remove Planner Group from field if it was populated by the Job Plan.
    - Add the proper trade code on the labor tab under the plans tab.
    - Send Work Order to the appropriate Area Supervisor, District Supervisor, or Trade Specific Supervisor for review.
    - Send communication email (1013).
* If work order needs to go to planning:
  + - Don’t attach job plan, fill out appropriate fields (see above).
    - Apply appropriate planner group to work order.
    - Route work order to planner.
* Exceptions to the above would be Work Orders that are created for services outside of OPP such as Pest Control, Tyco, Service Master, and similar:
  + - Pest control
      * Work group = pest control
      * Classification = pest management
      * Failure class = pest
      * Problem code = pest
      * Specifications tab = type of pest
    - Job Order Contracting
      * Work group = WCC
      * Get P.O. information at later date
      * WCC work group can be used as a place holder when work orders don’t have an assigned work group.
* Facilities Specialist are available to create Work Orders, Children Work Orders, and any other associated tasks for techs as needed.[

Rev 1.1 3/18/2019 New release

Rev 1.2 9/16/2020 Removed CBN reference and added Charge Cost Object