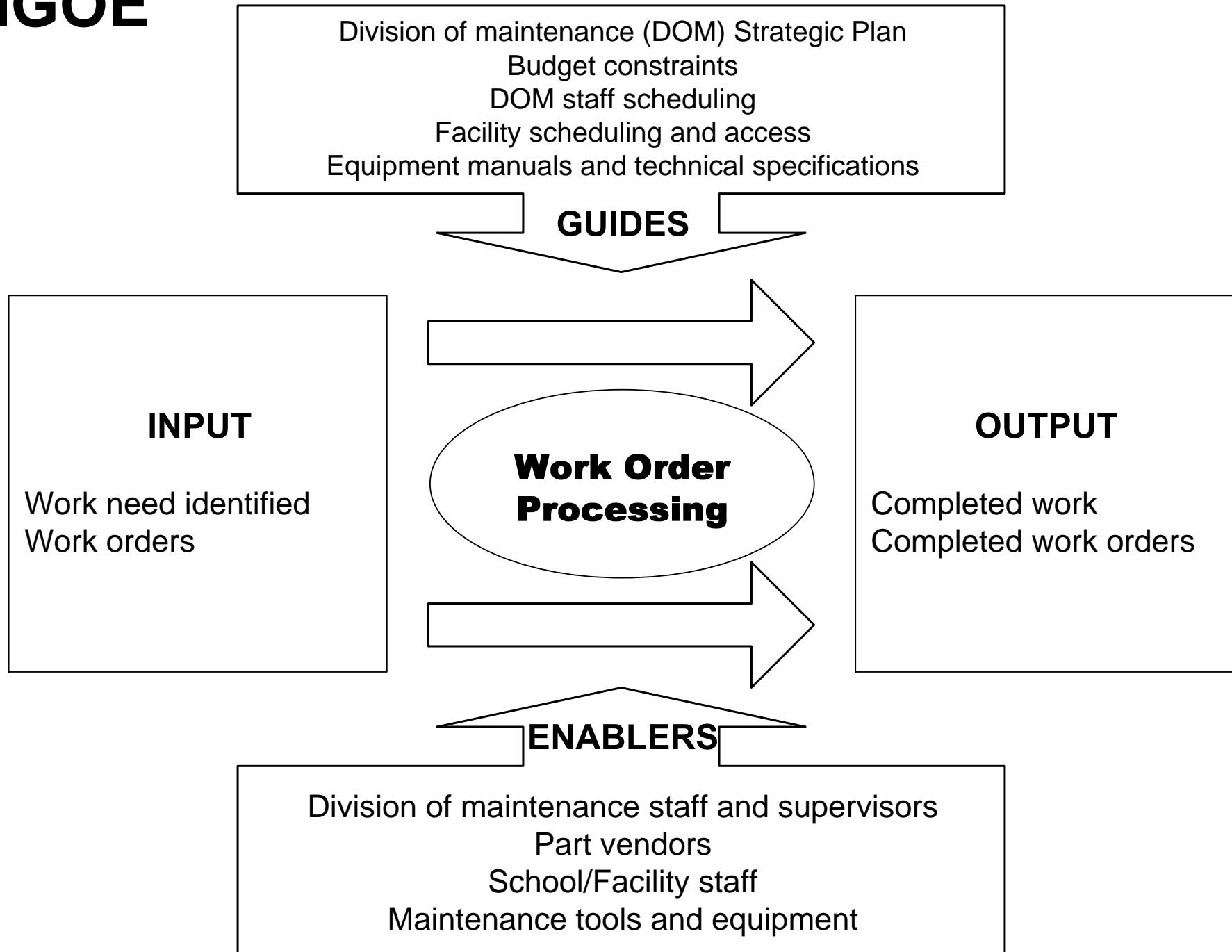


IGOE



Maintenance and Repair Work Order System

Updated: August 7, 2009

PURPOSE:

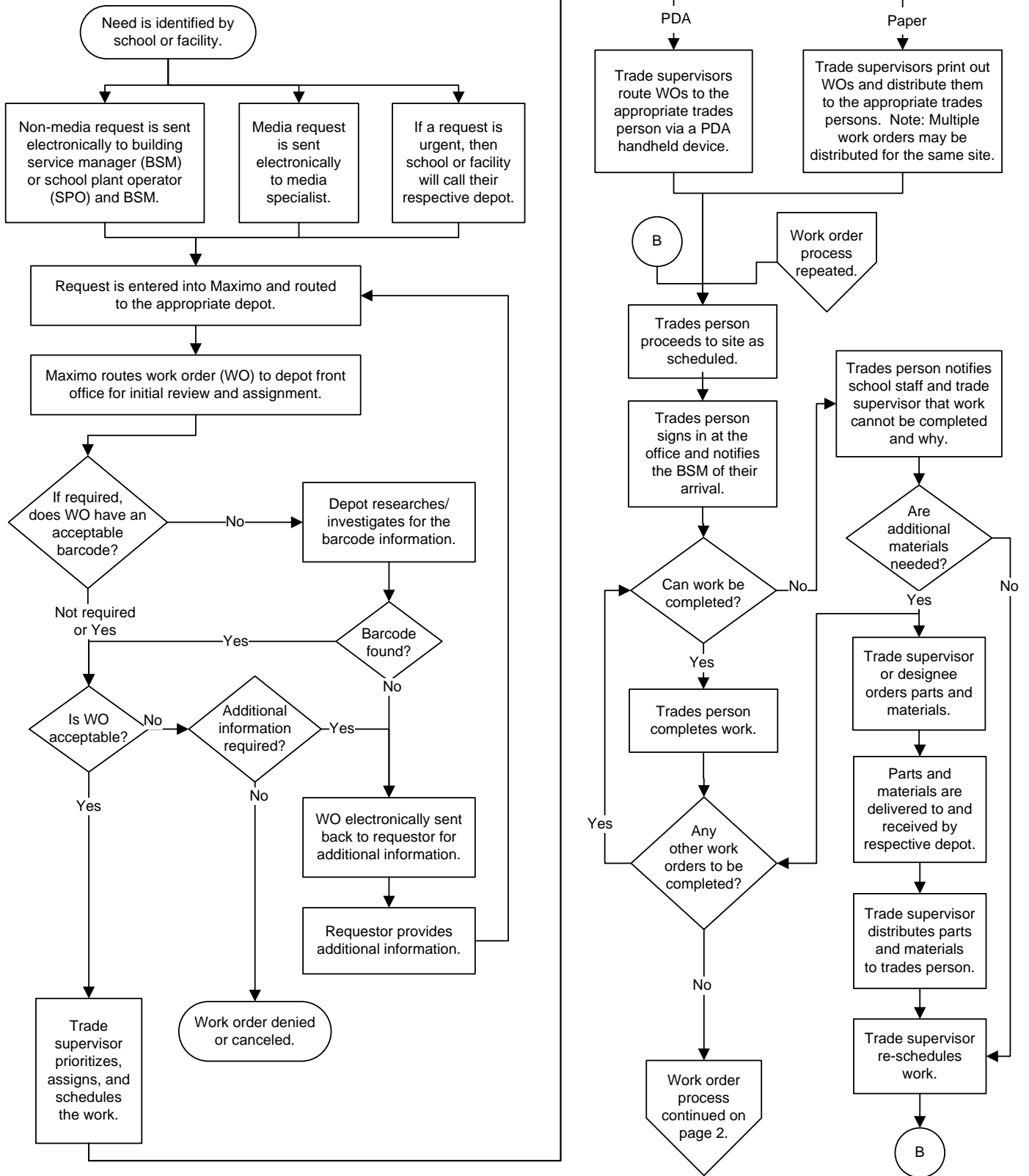
To describe how facilities maintenance and repair work requests/orders are generated and performed.

PROCESS SUMMARY:

- Work requests/orders are created by various customers and entered into the Division of Maintenance Maximo work order system.
- The Maximo system automatically routes the electronic work order to the appropriate depot front office for initial review and assignment.
- The work order will then be reviewed to determine whether the work order is acceptable. If a barcode is required and not included or is incorrect, the depot will complete research/ investigation for the barcode information. If the appropriate barcode information cannot be found, the work order will be returned to the requestor to supply the appropriate barcode information. If the work order is not acceptable, the work order may be returned to the requestor to supply additional information, denied, or canceled.
- Once the work order is acceptable, the trade supervisor prioritizes, assigns and schedules the work. Work orders are then routed to the appropriate trades person (via PDA) or printed and distributed to the appropriate trades person. Note: Multiple work orders may be distributed for the same site.
- The trades person proceeds to the site as scheduled, signs in, notifies the building service manager (BSM) of their arrival and determines whether the work can be completed that day:
 - If the work can be completed, the trades person completes the work.
 - If the work cannot be completed for any reason, the trades person notifies the school staff and trade supervisor that the work cannot be completed and why.
 - If non-stock parts and/or materials are required, the trades person documents what is needed. The trade supervisor or designee orders, receives and distributes the parts and materials to the appropriate trades person.
 - The trade supervisor reschedules the work.
 - The trades person returns to complete the work as scheduled.
- If there are any other work orders to complete, the trades person will complete them if possible while at the site.
- The school or facility signs off on a printed work order or electronically via the PDA handheld device.
- The work order is updated and completed as follows:
 - PDA - The trades person updates all labor and materials via the PDA handheld device. The work order is then automatically routed to the trade supervisor, who reviews it for completeness and updates the work order status in Maximo.
 - Paper copy - The trades person updates all labor and material information on the printed work order and submits to it the depot secretary or designee along with a daily time sheet. The depot secretary or designee updates the details and work order status in the Maximo work order system.
- The process is repeated until the work order is complete. Once complete, the trade supervisor, depot secretary or designee updates the status to complete.

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