

EASTERN MICHIGAN
U N I V E R S I T Y™

**PHYSICAL PLANT
OPERATIONAL & MAINTENANCE
ADMINISTRATIVE PROCEDURE**

Section:	Administration	Effective date:	April 2008
Subject:	Work Orders	Procedure Number:	A -06

Purpose

This procedure is designed to augment customer service by detailing the work order process.

Procedure

Worker Order Request

1.1. Work request taken through the phone will contain the following information:

- 1.1.1. Requesters' name
- 1.1.2. Requesters' contact number
- 1.1.3. Requesters' email address
- 1.1.4. Nature of request
- 1.1.5. Location of the request
- 1.1.6. Account number if chargeable work

1.2. Work Orders taken through the IService desk will contain the proceeding information due to the nature of the work order system

2. Work Order Assignment

- 2.1. The work order will then be assigned to the appropriate Foremen's Scheduler in the work order management system
- 2.2. The Foremen will then schedule the work to the appropriate craftsmen through the work order management system
- 2.3. Foremen will check their Scheduler at the beginning of each work day and as often as possible there after but no less than once more before the end of the work day

3. Work Order Communication

- 3.1. Communication with the requestor is paramount for the work order system to be effective
- 3.2. The work order system is configured to notify through email when there is a change of work order status. Examples of work order status change include:
 - 3.2.1. Work In Progress
 - 3.2.2. Parts on Order
 - 3.2.3. Work Complete
- 3.3. Work Performed Tags must be filled out for every work order request
- 3.4. Work Performed Tags will be left with/for the requestor prior to leaving the worksite for any length of time.
- 3.5. At a minimum, Work Performed Tags will include the following information:
 - 3.5.1. Date of work
 - 3.5.2. Work Order Number
 - 3.5.3. Name of craftsmen performing work
 - 3.5.4. Status of work performed
 - 3.5.5. Description of work performed
 - 3.5.6. If work is not complete, anticipated return date to complete work
- 3.6. Work Performed Tags must be filled out:
 - 3.6.1. Neatly
 - 3.6.2. Completely
 - 3.6.3. Legibly

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