

Work order process

There are four categories of Maintenance and Operations work order request:

- Emergency
- Priority
- Routine
- Scheduled Maintenance

*Emergency and Priority calls shall be placed directly to the Office of Maintenance Services. The Maintenance Office shall, at the receipt of emergency and priority calls, work order will be stamped and assigned to the appropriate department.

- **Emergency** calls may be placed at any time and will be acted upon immediately. The definition of an emergency shall be any condition that would cause the plant or school to close or that would endanger the health or lives of the occupants, or that would result in further damage to the building.
- **Priority** calls may be called in during regular working hours and will be acted upon within 24 hours. The definition of a priority call shall be any condition that does not require immediate attention but the problem denotes a sense of urgency.
- **Routine** work order requests are not immediate in nature and will be acted upon within 10 working days from which it was received as long as the work order request can be completed within 22 man hours, if more hours are needed the requestor shall be notified. Moreover if the request requires two different crafts, two separate work orders will be needed.
- **Scheduled Maintenance** work order request forms identify services that are performed on a regularly scheduled basis and are relatively minor in nature.

*Emergency and Priority work orders are the only work orders to be faxed to the Maintenance Office. Routine and Scheduled Maintenance work orders can be sent by mail or hand delivered.