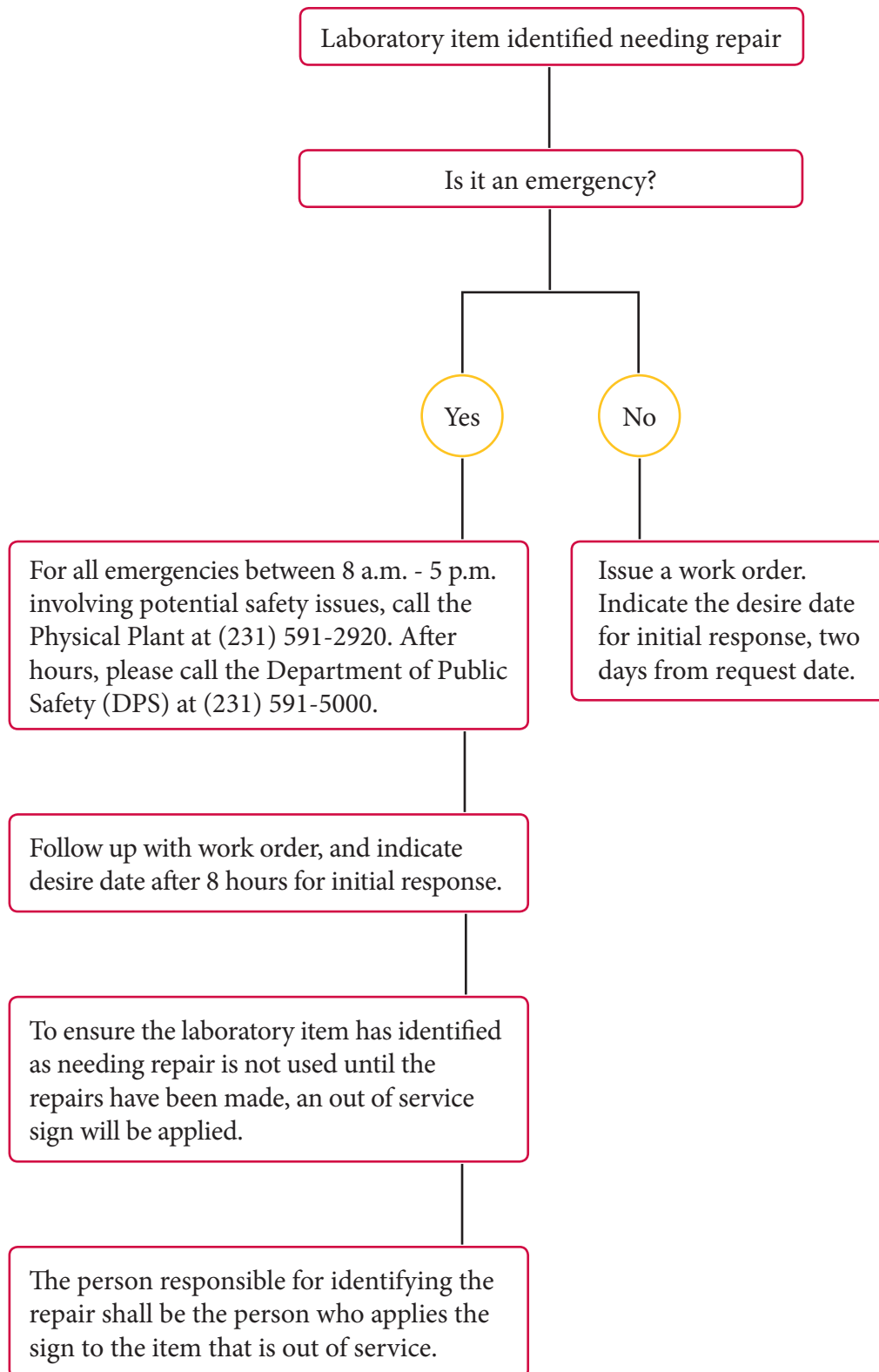


Work Order Process



Maintenance Work Orders to Address Academic Affairs Laboratory Operations

Review:

Work performed by Physical Plant work is classified as:

- **Maintenance** (routine) work is typically provided at **no charge** for basic levels of maintenance or “routine services” on facilities, grounds, and permanently installed equipment and systems to ensure proper operation within their design limitations and normal service life.
- **Service** (non-routine) work that falls outside routine repair and maintenance and/or have customer requested timelines that exceed available Physical Plant resources. These non-routine services are provided upon special request and **are chargeable to the customer**.

Work Order Priorities:

- Emergency (Hazards to Life, Health, or University Property Work) – *Initial assessment occurs in approximately 8 hours after work order has been received and reviewed*

What is an Emergency Work Order?

1. Conditions that immediately alter the continued performance of academic functions.
 2. Conditions that affect the safety or health of members of the campus community or surrounding area.
 3. Conditions that immediately affect the continued performance of academic functions - examples include:
 - a. Major loss of building heat, HVAC system - especially laboratory buildings.
 - b. Loss of power to all circuits in area.
 - c. Loss of containment to hood, biosafety cabinet, etc.
 - d. Loss of refrigeration to cadavers.
 - e. Loss of water to all or part of laboratory.
 - f. Smoke.
 - g. Fire alarms.
 - h. Continuous leaks that may result in damage to facility or contents.
- Urgent (Essential Support) Urgent work covers situations that severely impair but do not hinder operations – *Initial assessment occurs in approximately 24 hours after work order has been received and reviewed.*



Maintenance Work Orders to Address Academic Affairs Laboratory Operations

What is an Urgent Work Order?

1. Conditions that affect a working lock, such as lock failure.
2. Conditions that affect a working drain such as clogged drains but not overflowing.
3. Conditions that provide improper lighting.
4. Conditions that require plumbing repair.
5. Conditions the require floor and ceiling repair.

Service Request

- All customer requests for maintenance or service work should be submitted and processed electronically via the Physical Plant AiM computerized maintenance management system.
- *In the case of an emergency involving potential safety issues, a phone call to the Work Control Center (WCC) at x2920 is still encouraged for immediate response and resolution of the issue.*



OUT OF SERVICE DO NOT USE

The _____ cannot be used
until repairs are made.

A work order was issued on ___/___/___.

If you have any questions please see

_____.

Work order number (if available): _____

