

WORK ORDER PROCEDURE (MNT-P001)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 This procedure outlines the process for attaining maintenance support from the time a need is identified until the work is performed.

The online version of this policy is official.
Therefore, all printed versions of this
document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Maintenance Manager

3.0 APPROVAL AUTHORITY:

- 3.1 Chief Operations Officer

4.0 DEFINITIONS:

- 4.1 Paperwork: Printed copy of work order and sales receipt(s) for purchased materials.

5.0 PROCEDURE:

- 5.1 Need is identified at CMCSS location by any employee.
- 5.2 Employee contacts location supervisor/principal or employee designated to enter work request.
- 5.3 Designated employee inputs work request to specified internet address.
- 5.4 Maintenance Manager/designee reviews requests at a minimum twice daily.
 - 5.4.1 If Maintenance Manager/designee disapproves, reason is given in "action taken" block of work request.
 - 5.4.1.1 Designated employee at requesting location checks work order report and determines if a re-submittal of request with justification is warranted.
 - 5.4.1.2 If no re-submittal is desired, procedure is ended.
 - 5.4.1.3 If re-submittal is warranted, new work request is submitted showing the justification.
 - 5.4.2 If Maintenance Manager/designee approves original or re-submitted request, a work order is created.
- 5.5 Work order is assigned to maintenance employee with a medium default priority rating.
 - 5.5.1 Maintenance Manager/designee can increase priority rating for emergencies, or decrease rating if necessary.
- 5.6 If item is contracted out of house, requirement is forwarded in accordance with contracting procedures (ref. [PUR-P002](#)).
- 5.7 Work order is printed and given to assigned employee.
 - 5.7.1 Employee determines if materials required are on hand.
 - 5.7.2 If materials are not on hand, they are obtained from vendor.

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5.7.3 If materials are on hand, worker moves to site for performance of tasks assigned.

5.7.4 If more parts are needed, they are obtained from vendor or internal parts store.

5.7.5 When repairs are finished, employee returns to maintenance and completes paperwork.

5.8 Paperwork is forwarded to foreman for review and verification. Foreman transfers paperwork to maintenance office personnel.

5.9 Maintenance office personnel electronically close out work order and file paperwork.

6.0 ASSOCIATED DOCUMENTS:

6.1 Work Order (computer generated)

6.2 Purchase Order Procedure ([PUR-P002](#))

7.0 RECORD RETENTION TABLE:

| <u>Identification</u> | <u>Storage</u> | <u>Retention</u> | <u>Disposition</u> | <u>Protection</u> |
|-----------------------|------------------------|------------------|--------------------|-------------------|
| Paperwork | Maintenance Department | 5 years | Destroyed | None required. |
| Database | Vendor Facility | Indefinite | Archived | Daily Electronic |

8.0 REVISION HISTORY:

| <u>Date:</u> | <u>Rev.</u> | <u>Description of Revision:</u> |
|--------------|-------------|--|
| 12/02/02 | | Initial Release |
| 3/11/03 | A | Add definition, clarify 5.1, 5.2, 5.8 & 5.9, change identification and add identification in 7.0, revise flowchart to reflect clarifications |
| 8/29/03 | B | Add PUR-P002 to 5.6 and to 6.0 |
| 10/29/04 | C | Change Maintenance Manager to Maintenance Manager/designee where applicable |
| 11/13/08 | D | Add at a minimum to 5.4, clarify priority rating in 5.5 and add 5.5.1, update flowchart |

9.0 FLOWCHART:

9.1 A flowchart detailing this process can be found in "Exhibit A" of this procedure.

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Work Order Flowchart

