

Work Order System (Priorities) CO-UF-PR7

Responsible Officer: Vice President for Administration and Campus Operations

Sponsoring Department: Facilities Management

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Errors or changes to: aim@uta.edu

I.

The Work Order System is the heart of the facilities maintenance activity on campus. Every telephone call and every work request for Institutional or Departmental service is actioned by a work order (only The Office of Facilities Management can initiate a Work Order form). This contributes to a high level of efficiency, better coordination, more accurate records and better management of our resources. This system has flexibility which permits the establishing of priority work without losing sight of the more routine functions.

II.

The Work Order System is divided into two main categories.

- A. The first category, for which these procedures are prepared, is for those work orders which are primarily for Institutional services, see *Services Provided* ([Procedure 5-1](#)), and require relatively little or no detailed planning. This category is further described below.
- B. The second category is Departmental services for work which would be designated as projects and would include large or more complex jobs requiring one or more of the following: request in writing, detailed planning, multiple shop support, funding transfer between departments and possible updating of real estate records. See *Services Provided* ([Procedure 5-1](#)) and *Building Configuration Control* ([Procedure 5-5](#)).

III.

The first category of work orders mentioned above, Institutional, has the following general limitations:

- A. Maintenance and repair work which requires only one or two shops for completion.
- B. Any material requirements will normally be readily available, on-the-shelf items, and will usually not require long lead time ordering.

IV.

Work requirements for this type work may be received by customer telephone calls to the Service Call Center, e-mail to work request, or from other sources in The Office of Facilities Management.

V.

Priorities are assigned to this category of work orders by the Facilities Management Service Call Center using the following criteria:

A. **Emergency**

Includes problems that create major safety hazards, interrupts building operations, or seriously reduces or disrupts academic, administrative or University life. Examples are ruptured water lines, failure of any utility, gas leaks, clogged sewers, failure of environmental control, or serious fire, health or safety hazards. Such problems require immediate attention.

B. **Urgent**

This priority involves any work which is less serious than emergency work, but requires repair within 48 hours after the discovery of the problem in order to maintain normal University operations. Examples include repair of broken windows, repair of water fountains, thermostat repair, repair of electrical outlets for office equipment, and unclogging individual bathroom fixtures.

C. **Routine**

Includes work that does not qualify as emergency or urgent work but should normally be accomplished within 30 calendar days after identification of the requirement or receipt of the materials, depending on backlogs and manpower availability. Examples include the repair of dripping faucets and valves, repair of cracked windows, trimming tree limbs that interfere with pedestrian traffic, minor painting, replacement of fluorescent tubes, repair of non-critical office furniture and repairing window shades. NOTE: The above examples are general in nature and are provided for guidance, rather than to specifically and fully identify categories.

Related Procedures

- *Services Provided* ([Procedure 5-1](#))
- *Building Configuration Control* ([Procedure 5-5](#))

