1.0 **PURPOSE:**

The purpose of this procedure is to define the process for identifying, prioritizing, planning and scheduling service maintenance work.

2.0 **DEFINITION / SCOPE:**

This procedure applies to departments involved with providing maintenance consisting of a specific service related requests not associated with asset based reliability maintenance.

* SERVICE MAINTENANCE: Work that does not affect the reliability or maintenance history of any assets/locations and is not related to a failure. Typically driven by customer request.
* Service Maintenance is typically driven by customer request. Service Maintenance shall be identified by Maintenance Work Order (MWO), and accomplished on a priority basis. Service Maintenance work is categorized with the work type of SVC in Maximo.

3.0 **RESPONSIBLE PARTIES:**

* Requester
* Work Reception Center
* Work Reception Center Supervisor
* OPP Technician
* Planners
* Schedulers
* Manager of Planning & Scheduling
* Maintenance Supervisors
* The Maintenance Managers

4.0 **INSTRUCTIONS:**

* **Requester**: Identify Maintenance work needs. Information to include the following:
* Location
* Description of service
* Urgency
* Required Date (where necessary)
* Customer Billing Number
* **Work Reception Center:** Reviews the MWO in MAXIMO to ensure completeness, and assigns an urgency based on the definitions in Attachment 5.1 of this procedure. The Work Reception Center may disapprove a redundant MWO and change its status to canceled then notify the originator with an explanation.

 **PRIORITY 1 MWOs (Emerging Dispatch)**

* **Work Reception Center**:
* Initiates immediate corrective action or service needs.
* Assigns work group, craft, skill, technician, and job plan.
* Notifies the responsible crafts personnel and authorizes work.
* Creates the MWO (if none exists) and approves it.
* Confirm contact with the corresponding supervisor.
* **OPP Technician**
* Responds to Priority 1 MWO.
* Notifies supervisor if added resources are required
* Check in/out with the affected customer.
* Arrests / Completes the Priority 1 MWO within 24hrs,
* Creates a detailed follow-up MWO to be planned and scheduled, to address any added work to be completed if needed.
* Completes Log Entry to describe corrective action taken.
* **Maintenance Supervisor(s):**
* Responds to Priority 1 work to ensure emergency has been arrested
* Ensures the affected customer has been notified.
* Notifies other affected work groups as soon as possible and coordinates trades/crafts required from other crews.
* Notifies outside service providers if specialized technical services are required
* Ensures a follow-up work order is created, should additional work be required to permanently correct the deficiency.

 **PRIORITY 2 MWOs (Emerging Work Group) 3 Days to complete**

* **Work Reception Center**:
* Initiates immediate corrective action or service needs.
* Assigns work group, craft, skill, and job plan.
* Notifies the responsible supervisor and authorizes work.
* Creates the MWO (if none exists) and approves it.
* Confirm contact with the corresponding supervisor
* **The Maintenance Supervisor(s):**
* Assigns MWO
* Ensures work is arrested / completed within 3 days.
* Ensures appropriate communication (log entry, check in/out)
* Ensures a follow-up work order is created, should additional work be required to permanently correct the deficiency.
* **OPP Technician**
* Responds to Priority 2 MWO as appropriate.
* Check in/out with the affected customer.
* Arrests / Completes the Priority 2 MWO within 3 days from Reported By date
* Notifies supervisor if added resources are required
* Creates a detailed follow-up MWO to be planned and scheduled, to address any added work to be completed if needed.
* Completes Log Entry to describe corrective action taken.

 **PRIORITY 3, 4, & 5 (Planned & Scheduled) 21, 45, & 180 Days to complete**

* **Work Reception Center**:
* Review the MWO for completeness and assigns Urgency, Planner Group, Customer Billing Number, Location, and Work Type
* Edit and/or modify long description of work request
* Initiate Work Flow
* **Planners:**
* Sort incoming SERVICE MWO’s by the following criteria: (1) Required start/finish date, (2) Customer Billing Numbers, (3) Work Order Priority
* Review accuracy of MWO of CBN, MM code, Urgency, Location.
* Priority 3 Generate work order work plan including material, work group, hours within 7 days
* Priority 4 Generate work order work plan including material, work group, hours within 14 days
* Priority 5 Generate work order work plan including material, work group, hours within 30 days
* Ensure scheduled start date is in the future (adjust scheduled start date if needed)
* Workflow Priority 3 through 5 MWOs to, Approve to work group, Waiting Scheduling or Backlog
* Process Purchase Requisitions as needed
* **Schedulers:**
* Reviews WSCH queue for Priority 3 through 5, and Required Dates of MWO’s
* Reviews MWO’s that requires a Shutdown
* Review planned scheduled work
* Review planned unscheduled work, and modify dates as needed
* Review labor for accuracy
* Agree on upcoming schedule
* Assess 2-4 week projected schedules
* Review MWO’s of WMTL backlog
* Schedules Priority 3 work to be completed within 21 days beyond Reported date
* Schedules Priority 4 work to be completed within 45 days beyond Reported date
* Schedules Priority 5 work to be completed within 180 days beyond Reported date

* **The Maintenance Supervisor(s):**
* Assigns MWO
* Ensures MWO is completed within the scheduled time
* Ensures appropriate communication (log entry, check in/out)
* Ensures a follow-up work order is created, should additional work be required to permanently correct the deficiency.
* **OPP Technician**
* Responds to Priority 3 through 5 MWO as appropriate.
* Check in/out with the affected customer.
* Notifies supervisor if added resources are required
* Creates a detailed follow-up MWO to be planned and scheduled, to address any added work to be completed if needed.
* Completes Log Entry to describe corrective action taken.

* **Manager of Planning and Scheduling**
* Ensures plans and schedules are managed in alignment with the priorities and resources needed to effectively manage work.
* **Maintenance Manager**
* Ensures resources are allocated by priority, and completed in accordance to the plan and schedule

**5.0 ATTACHMENTS**

* Maintenance Work Urgency System
* Maintenance Work Priority System

Revision History:

|  |  |  |
| --- | --- | --- |
| Revision | Date | Description |
| 1.0 | 8/5/15 | Initial Publication |
| 1.1 | 8/13/15 | Adjusted dispatch rules for Priority 3 and 4 MWO. |
| 1.2 | 8/5/17 | Reformatted Guideline; defined roles, added responsibilities, adjusted processing rules |
|  |  |  |

**Maintenance Work Urgency System Attachment 5.1**

Service work conditions are assigned an urgency letter that is used in determining how maintenance resources are allocated to correct the problem and/or condition.

**URGENCY A**

Urgency A is the highest priority work and requires immediate action by the maintenance work force. This work bypasses the normal planning and scheduling routine. Conditions for Urgency A represent an immediate safety threat to people, the environment or locations:

SAFETY - Any safety condition that can cause personal bodily harm resulting in a lost time accident, causes serious injury, or loss of life, or any condition that if not corrected could lead to an injury, or result in violation of the safety manual rules, OSHA rules, or may result in personnel working in an unsafe manner.

ENVIRONMENTAL - An requirement or specification out of compliance or equipment malfunction or failure which is or will result in an environmental incident that causes the University to violate environmental laws, rules or regulations, or results in damage to the environment or a fine.

LOCATION - An equipment malfunction, failure or imminent failure that will result in serious damage to a location

# **URGENCY B**

Urgency B maintenance work requires same-day action by the maintenance work force. This work bypasses the normal planning and scheduling routine. The conditions for Urgency B work are as follows:

SAFETY - No immediate threat to safety.

ENVIRONMENTAL – No immediate threat to safety.

LOCATION – No immediate threat to safety.

OPERATION - An equipment malfunction or failure that immediately affects the ability of the University to operate, or significantly affects efficiency and effectiveness.

## URGENCY C

Urgency C work includes equipment, facility conditions, and/or specific customer requests that must be corrected in order to improve operating conditions, contribute to reliability, or operational efficiency or restore a unit, system or component to original design. For more critical locations, these conditions bypass the normal planning and scheduling routine; for less critical locations, these conditions are planned, scheduled and coordinated with overall maintenance programs. The conditions for Urgency C work include:

SAFETY – No current threat to safety, but could become a threat to safety if left unaddressed.

ENVIRONMENTAL - No current threat to the environment, but could become a threat to if left unaddressed.

LOCATION – No current threat to the location, but could become a threat to if left unaddressed.

## URGENCY D

Urgency D work includes equipment, facility conditions, and or specific customer requests that must be corrected in order to improve operating conditions, contribute to reliability, or operation efficiency or restore a unit, system or component to original design. These conditions are planned, scheduled and coordinated with overall maintenance programs. The conditions for Urgency D work include:

SAFETY – No current threat to safety.

ENVIRONMENTAL - No current threat to the environment.

LOCATION – No current threat to the location.

OPERATION - An equipment malfunction or failure that the potential to affect the ability of the University to operate, or significantly affect efficiency and effectiveness.

## URGENCY E

Urgency E work includes all work that cannot be categorized into one above, such as aesthetic only maintenance work.

**Maintenance Work Priority System Attachment 5.2**

Service Maintenance work is assigned a priority based on the urgency of the work (see Attachment 5.1) and the criticality of the location (see section 2.2). This Work Order priority is used in determining how maintenance resources are allocated to correct the problem and/or condition.

|  |  |
| --- | --- |
| **Urgency (Effect on Mission)** | **Location Criticality** |
| **1** | **2** | **3** | **4** | **5** |
| **A** | **A1** | **A2** | **A3** | **A4** | **A5** |
| **B** | **B1** | **B2** | **B3** | **B4** | **B5** |
| **C** | **C1** | **C2** | **C3** | **C4** | **C5** |
| **D** | **D1** | **D2** | **D3** | **D4** | **D5** |
| **E** | **E1** | **E2** | **E3** | **E4** | **E5** |

|  |  |
| --- | --- |
| **Priority System** | **Target Comp** |
| 1 |   | < 1 Days |
| 2 |   | < 3 Days |
| 3 |   | < 21 Days |
| 4 |   | < 45 Days |
| 5 |   | < 180 Days |

# **Work Order PRIORITY 1 and 2**

Priority 1 work orders shall be considered emerging dispatch corrective maintenance work.

Priority 2 work orders shall be considered emerging work group corrective maintenance work.

# **Work Order PRIORITY 3 thru 5**

Priority 3 thru 5 Service Maintenance work is planned, scheduled and coordinated with overall maintenance programs. However, in accordance with the FAM strategy of being a highly responsive service provider, this work may bypass the normal planning and scheduling routine where deemed appropriate.

# **Work Order PRIORITY 5**

Priority 5 service maintenance work is planned, scheduled and coordinated with overall maintenance programs. However, in accordance with the FAM strategy of being a highly responsive service provider, this work may bypass the normal planning and scheduling routine where deemed appropriate.