1.0 PURPOSE:

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

2.0 SCOPE/DEFINITIONS:

This procedure applies to the departments involved in identifying equipment requiring corrective maintenance and departments performing corrective maintenance.

* 1. Work performed in support of a distinct event, either a gathering with publicly announced date and/or time (e.g., commencement) or a weather or similar natural event (e.g., snowstorm).
  2. It is typically driven by customer request. Event Maintenance shall be identified by Maintenance Work Order, and accomplished on a priority basis. Event Maintenance work is categorized as work type SVC in Maximo.

3.0 RESPONSIBILITIES:

* 1. The Maintenance Manager is responsible for the event maintenance program and for ensuring resources are allocated by priority
  2. Maintenance Supervisors are responsible for responding to work priorities, as defined in this procedure.
  3. The Manager of Planning and Scheduling is responsible for planning and scheduling work based on priority.
  4. The Work Reception Center Supervisor is responsible for reviewing Maintenance Work Requests for completeness and assigning the work Urgency, as defined in this procedure. Priority 1 and 2 EV Work is to be issued to Maintenance crews directly (dispatched).

4.0 INSTRUCTIONS:

* 1. Any Office of Physical Plant employee can identify event work by logging into MAXIMO and creating a work order in the Work Order Module. Customers who are not employees of the Office of the Physical Plant can create a new work order in SuiteReq. All Maintenance Work Orders, except those initiated by Planners, will be reviewed by the Work Reception Center.
  2. The Work Reception Center review will ensure the MWO in MAXIMO is complete and assign an urgency based on the definitions in Attachment 5.1 of this procedure. The Work Reception Center may disapprove a redundant MWO and change it status to canceled then notify the originator with an explanation.
  3. Priority 1 MWOs will be processed in a manner including the following steps:

1. The Work Reception Center initiates immediate corrective action. No Maintenance Work Request (MWO) is required to begin corrective work. The Work Reception Center notifies the responsible crafts personnel and authorizes work. The Work Reception Center creates the MWO (if none exists) and approves it. The MWO is to be completed by the crafts personnel as within one day. Should additional work be required to permanently correct the deficiency, a follow-up work order shall be created.
2. The Maintenance Supervisor(s) shall respond to priority 1 work by shifting the appropriate crafts and material resources to correct the deficiency. The Maintenance Supervisor notifies other affected work groups as soon as possible and coordinates trades/crafts required from other crews.
   1. Priority 2 MWOs will be processed in a manner including the following steps:
3. The Work Reception Center initiates immediate corrective action. No Maintenance Work Request (MWO) is required to begin corrective work. The Work Reception Center notifies the responsible crafts personnel and authorizes work. The Work Reception Center creates the MWO (if none exists) and approves it. The MWO is to be completed by the crafts personnel within 3 days. Should additional work be required to permanently correct the deficiency, a follow-up work order shall be created.
4. The Maintenance Supervisor(s) shall respond to Priority 2 work by shifting the appropriate crafts and material resources to correct the deficiency. The Maintenance Supervisor notifies other affected work groups as soon as possible and coordinates trades/crafts required from other crews.
   1. Priority 3, 4 and 5 work shall be processed in a manner including the following steps:
5. The Work Reception Center shall review the MWO for completeness and assigns urgency, identifies work type and lead area of responsibility for the work.
6. The Maintenance Planner reviews MWOs associated with current defective equipment. The Maintenance Planner or Supervisor must be prepared to discuss the urgency of each MWO by priority during the Weekly Maintenance Scheduling Meeting. The MWOs that have the greatest impact on operations are to be worked first based on available manpower and parts. Refer to these Guidelines for Scheduling.
7. The Maintenance Supervisors and Planner plan and schedule work based on priority and as agreed during the Weekly Maintenance Scheduling Meeting.

5.0 ATTACHMENTS

5.1 Maintenance Work Urgency System

5.2 Maintenance Work Priority System

Revision History:

|  |  |  |
| --- | --- | --- |
| Revision | Date | Description |
| 1.0 | 8/13/17 | Initial Publication |
|  |  |  |
|  |  |  |
|  |  |  |

**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 and/or material conditions 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 and/or material conditions 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**

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 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 |  | < 2 Weeks |
| 4 |  | < 1 Month |
| 5 |  | < 1 Year |

# **PRIORITY 1 and 2**

Priority 1 and 2 maintenance work bypasses the normal planning and scheduling routine.

# **PRIORITY 3 and 4**

Priority 3 and 4 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 should have plans that can be quickly applied to the work to ensure it can be scheduled in the next schedule window.

# **PRIORITY 5**

Priority 5 service maintenance work is planned, scheduled and coordinated with overall maintenance programs.