1. **PURPOSE:**

The purpose of this Work Execution Expectation document is to provide the framework for best practices for Technicians to manage work.

2.0 **INSTRUCTIONS:**

* **Emerging Dispatch Work Orders** 
  + The Technician receives immediate notice and description of the work order via verbal notification, followed by the work order being sent to their mobile device or physically receiving a paper copy.
  + Technician reviews the work order details and discusses with their Supervisor as needed.
* Technician is to read the work order Short and Long Descriptions.
* Technician contacts the appropriate person(s) as specified on the work order.
* Technician determines if scope of work fits within their craft & skill level.
* Technician determines approximate length of time needed to perform the work scope and contacts Supervisor if necessary.
* If Technician can perform needed work to arrest or repair the immediate problem, they do so and make appropriate Work Log entry.
* Technician determines scope of any additional work needed with input from Supervisor and/or Planning.
* If necessary, Technician has child work order(s) created by Supervisor or WRC.
* If work involves a facility asset, Technician confirms the Asset Field is correctly populated on the Work Order. If not, the Technician fills it in or asks WRC or Supervisor to do so.
* Technician completes their assignment line on the work order when appropriate to do so.
* **Emerging Work Group Work Order**
  + The Technician receives the work order via their mobile device, paper copy, or verbal notification.
* Technician is to read work order Short and Long Descriptions.
* Technician is to check the Attachments, Work Log, and Communication Log for additional information.
* Technician contacts the appropriate person(s) as specified on the work order.
* Technician proceeds to the work site and determines if the work scope can be managed and performed in a timely manner by their craft & skill level.
* If technician can perform needed work to repair the problem, they do so and make appropriate Work Log entry.
* If technician needs to make multiple visits to the work site a Work Log entry will be made for each visit.
* If the Technician needs to order part(s) or material(s):
  + Technician will enter detailed Work Log notes.
  + Technician will order the needed part(s) or material(s) from OPP Stores, very preferably via Desktop Requisition or through EZ Max Mobile.
  + Technician will contact their Supervisor to route the work order to waiting materials (WMATL) status if any of the ordered part(s) or material(s) are non-stock.
* Technician determines scope of any additional work needed with input from Supervisor and/or Planning and has child work order(s) created and routed as necessary by WRC or their Supervisor.
* If work involves a facility asset, Technician confirms the Asset Field is correctly populated on the Work Order. If not, the Technician fills it in or asks WRC or their Supervisor to do so.
* If the Technician believes the work order will exceed a cost of $2,500, requires the replacement of an Asset, or the anticipated scope increases beyond original expectations, they will communicate that with their Supervisor.
* Technician completes their assignment line on the work order when appropriate to do so.

Rev. 1.1 3/19/2019 New Release.

Rev. 1.2 6/7/2021 Grammar & Formatting; numerous revisions to align with CMMS updates.