1. **PURPOSE:**

The purpose of this Work Execution Expectations document is to give a Supervisor a framework to understand and employ best practices in managing work.

2.0 **INSTRUCTIONS:**

* Emerging Dispatch will be reviewed by the Supervisor and/or will discuss with technician(s) as needed.
* If necessary, Supervisor follows same workflow process as described for Emerging Work Group work orders.
* Each Emerging Work Group Work Order will be reviewed by the Area Supervisor, or, Trade Specific Supervisor
* Supervisor to determine if the work scope can be managed and performed in a timely manner by their crew
* Supervisor to read Short and Long description
* Supervisor to check the Work and Communication Logs for information
* Check for Related Records and Originating Record and read their Short and Long Descriptions and Log entries
* If the Supervisor accepts the work the following is required;
  + The supervisor assigns the work order to the appropriate technician to be performed:
* If materials are needed to be ordered, the supervisor will “route work flow” the WO to WMATL status
* The supervisor creates a CHILD Work order if or when
* Resources from other work groups are needed
* Work coordination efforts are needed from planning for other trades or follow up work
* If it is determined that the work scope is outside of the work group’s abilities and it has already been assigned to a technician

When a child work order is generated, ensure *Reported By* fields are populated identically to the parent work order, and the child is routed to a Facility Specialist to triage with detailed notes about what you intend to have done with the WO whether it’s emerging, or if it gets sent to Planning

* Guidelines or Goals for Completion
* **Emerging Dispatch Work Orders** – Responded to and arrested within one day, and 50% of work orders completed within 14 days, 90% of work orders completed within 30 days.
* **Emerging Work Group Work Orders** – 50% of work orders completed within 14 days, 90% of work orders completed within 30 days.
* Supervisor to gather needed information about the Work Order from the originator if necessary.
* Any emerging work that reaches a threshold of >$2,500, requires the replacement of an Asset, or the anticipated scope increases beyond original expectations, requires communication with a Planner.
* If an Emerging Work Group Work Order is deemed outside of the work group scope, or if a Supervisor determines Planning can add value, by work coordination, defect elimination solution, or replacement of an existing asset, the Supervisor must create a child WO , and route to Planning.
* Note: Short description must include “RTP” to ensure the work order will *Return to Planning*
* Populate meaningful and helpful notes in the Long description
* The originating WO can then be completed with the appropriate log entry.

3.0 **TRANSFERRING A POST-APPR WORK ORDER TO ANOTHER WORK GROUP:**

* Emerging Dispatch Work Orders
* If a Technician receives an Emerging Dispatch work order and determines the work needs to be done by another crew,
* The Supervisor and/or Technician will contact WRC to have the work order dispatched to the correct Technician.
* WRC personnel will then add the correct technician assignment and populate the correct work group.
* Emerging Work Group and Non-Emerging Work Orders
* If a work order is sent to a Supervisor or Technician and it is determined that the work needs to be performed by another crew,
* Supervisor and or Technician will add necessary work log and description notes
* Supervisor will add an assignment line for the appropriate craft & skill to the work order
* Supervisor will change the work group to the appropriate crew
* The Supervisor will then send an email or a Maximo Communication Log to the correct crew Supervisor advising them that the work order was transferred to their work group
* In all cases, appropriate work log notes are to be entered by the Supervisor and/or Technician(s) who originally received the work order.

Rev 1.1 3/18/2019 New release

Rev 1.2 9/16/2020 Removed reference to send emerging work to WPLAN, and added direction to close emerging work, and initiate a child for wok that’s to be planned.