1. **PURPOSE:**

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

2.0 **INSTRUCTIONS:**

* **Emerging Dispatch Work Orders** 
  + The technician receives the work order either by their mobile device, paper copy or verbal
  + Technician reviews work order details and discusses with Supervisor as needed
* Technician is to read the work order Short and Long description.
* 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 contact 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.
* Technician confirms the Asset field is correctly populated on the Work Order and fills it in if necessary.
* 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 either by their mobile device, paper copy or verbal
* Technician is to read work order Short and Long description.
* Technician to check the Work and Communication Logs for 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 technician needs to order non-stock parts:
  + They will enter log notes.
  + Technician will put the work order on HOLD status
  + Contact the Supervisor to route the work order to waiting materials (WMATL) status
* Technician determines scope of any additional work needed with input from Supervisor and/or Planning.
* Technician has child work order(s) created as necessary by WRC or Supervisor
* Technician confirms the Asset field is correctly populated on the Work Order and fills it in if necessary.
* If technician believes the work order will exceed a threshold 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