
MAINTENANCE WORK ORDER PROCESS (MTC-P001)
Milford Public School District

1.0 SCOPE:

- 1.1 This procedure applies to the Maintenance Department when a work order is submitted for any building requiring maintenance work or repair and describes how Maintenance will respond to that request.

The on-line version of the procedure is official. Therefore, all printed versions are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Deputy Superintendent of Operations
- 2.2 Director of Maintenance/Facilities

Authorized Signature on File

Signature

Date

3.0 APPROVAL AUTHORITY:

- 3.1 Director of Maintenance/Facilities

4.0 DEFINITIONS:

- 4.1 MPS: Milford Public Schools
- 4.2 Work Order: Repair to existing building and/or existing equipment; delivery or movement of existing equipment; complaint concerning indoor air quality; and an addition or alternation to an existing building space. Note: Work Orders are required to be approved by the Principal or Assistant Superintendent.
- 4.3 ACTWARE/ACT 1000: The computer software program used to maintain the work orders and maintenance records.
- 4.4 ACTWARE Manager: The head secretary to the Maintenance Supervisor.
- 4.5 Authorized Delegate: Head custodian or administrative staff of the building who are designed as the only individuals authorized to submit work orders.

5.0 PROCEDURE:

- 5.1 As maintenance and repair work is needed for existing systems and equipment already in place, personnel shall notify the authorized delegate (administrators, head custodian) at the building level who will input the request for work into the ACT 1000 system.
- 5.1.1 ACTWARE 1000 is a password protected program. Passwords should be change periodically and not shared with non-authorized delegates.
- 5.2 The work orders are received in Maintenance via the intranet on an ACTWARE 1000 dedicated personal computer.
- 5.2.1 The ACTWARE manager or designee reviews the received work orders daily.
- 5.2.2 Before being changed from "submitted" to "approved" and issued to a tradesman, the work order is judged by the trade and/or grounds supervisor for the following:
- 5.2.2.1 Complete and clear information regarding program, location and when repairs are required.
- 5.2.2.2 Reasonable scope, expense and necessity of work.

MAINTENANCE WORK ORDER PROCESS (MTC-P001)

Milford Public School District

- 5.2.3 If the work order is not approved, it is rejected with comments detailing reasons for reject and/or suggestions for an alternative solution. In all cases, the action taken is documented in the work order record.
- 5.3 Upon approval, the work order is then:
- 5.3.1 Assigned to the appropriate maintenance area/tradesmen and noted in ACTWARE.
 - 5.3.2 Assigned internal department trade code based on tradesmen to perform the work.
 - 5.3.3 Assigned internal budget departmental code based on the type of work to be performed.
 - 5.3.4 Ensure work description is clearly stated prior to issuing the work order.
- 5.4 One copy of the work order is printed and distributed to the assigned tradesman/department in the appropriate folder location and any priority other than routine is hand-noted on the work order.
- 5.5 Tradesman will pull the work order from the folder location and perform the work order as assigned.
- 5.6 The tradesman shall complete the information on the hard copy of the work order and return the work order to the Maintenance Department.
- 5.6.1 The minimum information required on the hard copy of the work order is as follows:
 - 5.6.1.1 Employee ID (name),
 - 5.6.1.2 Hours worked,
 - 5.6.1.3 Date(s) the work was performed,
 - 5.6.1.4 Material(s) purchased, if applicable, including quantity, date, unit cost, and total cost,
 - 5.6.1.5 Craftsman's signature (tradesman who performed the work).
- Important Note: The authorized signature is not required on the hard copy.*
- 5.7 ACTWARE Manager or designee will retrieve the electronic copy of the work order and perform the following:
- 5.7.1 Change work order status from "incomplete" to "complete".
 - 5.7.2 Enter the completion date, name(s) of the individual(s) who completed the work, and total hours worked.
 - 5.7.3 Enter the total quantity and cost of any materials purchased.
 - 5.7.4 Calculate and enter mileage, if applicable, based on location to and from the maintenance shop.
- 5.8 File the hard copy of the work order in the Maintenance Department library according to the record retention table in this procedure.

MAINTENANCE WORK ORDER PROCESS (MTC-P001)
Milford Public School District

NOTE: Do not submit duplicate work orders. To upgrade priority or check for a possible completion date, call or Email the Maintenance Department with the work order number in question. Do not use the work order system as a message service.

6.0 ASSOCIATED DOCUMENTS:

None

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Work Order – Hard Copy	File Cabinet by completion date in Maintenance Office	3 months	Discard as regular trash	Locked Office
Work Order – Electronic Copy	ACTWARE Computer Program	Indefinite	N/A	Electronic

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Revision:</u>	<u>Description of Revision:</u>
08/25/2003	A	Initial Release
09/24/2003	B	Add 6.0, Change numbers of 6.0 to 7.0 and 7.0 to 8.0. 7.0 Add Protection, Change retention of work order to one year and disposition of hard copy. Change retention of electronic copy to indefinite.
10/14/2003	C	7.0 Change storage of Work Order-Hard Copy
1/10/2007	D	2.0: Change title to Deputy Superintendent of Operations 3.0: Change title to Director of Maintenance/Facilities 7.0: Change retention time to Work Order~Hard copy to 3 months

* * * E n d o f p r o c e d u r e * * *