



To: All Crews and Technicians, Maintenance Department

MD-0001 Work Order Status-Work in Progress *Revised May 1, 2017

Statuses should be changed and updated on work orders before any action is taken on a daily basis.

The "Work in Progress" status is to be selected ***only*** when that particular work order is being addressed. If the work cannot be completed that day, and the technician must return, other than instances where "Parts on Order" is appropriate, **the work order must be changed from "Work in Progress" to "On Hold" until technician can return.** This should be done throughout the work day, and **by the end of the shift, there should be no work orders left in the "Work in Progress" status.** All work orders should have up-to-date statuses at all times.

Steps:

- 1. The technician arrives to the work location and starts working, change status to "Work in Progress"**
- 2. If the work order cannot be completed on that day and technician must return later, change status to "On Hold"**
- 3. When technician returns to the location to continue the work, change status back to "Work in Progress"**
- 4. Technician will update status as needed: "Complete" or "Parts on Order"**
- 5. At end of shift, no work order should have the status of "Work in Progress"**

Please see the status definitions below:

New Request- Work order that has been submitted but has not been addressed by the technician.

Work in Progress- This is to be selected only when actively working on the assigned job.

Complete- The technician has completed the work specified in the work order, has recorded labor hours, materials used and action taken information within that work order.

Closed- Supervisors are to review a completed work order and verify that technician has recorded all of the required information (labor hours, materials, and action taken) and correct any information as needed.

Declined- Work that should not be submitted on a work order, ie: renovations, large areas such as entire buildings, not enough man power available, contractor, or previously submitted open work orders.

Parts on Order- This is to be selected after a work order has been addressed and determined that parts need to be ordered. Record order information in the Journal Note section of the work order.

Duplicate Request- Work orders that has an exact duplicate request already in the system. These work orders should be changed to "Declined"

Void- Only to be used for testing purposes.

On Hold- A work order that was previously marked "work in progress" but could not be completed on that day, technician will return.

Waiting for more information- Work order that needs more information before a crew can proceed, if the requestor does not reply back within 5 days, the status is to be changed to "declined." **Or**, a work order that has incomplete information and the supervisor is waiting for the information to be updated by the technician before it can be closed.

Open Extended- A work order that is open for an extended period of time such as a rotating schedule.

Pending- Work that is pending for approval or saved for future work load. For Administrative use only.

Waiting Funding- Work that can't be completed due to lack of funding. This does not apply to Capital Improvement projects.

Deferred- Work order that needs to be completed by a contractor. For Administrative use only.

Forwarded- Work Order that is being routed to another person or shop, the Message Center is to be used to communicate the need to Master Foremen. Once received, work order should be changed to "new request."