



MD-0020 Daily Work Order Requirements- To all Maintenance Department Employees

It is the daily requirement, prior to the end of their shift, that all Maintenance Department technicians:

- account for every hour worked each shift using work order labor transactions **see MD-0002
- update all work orders that were addressed during the shift with their current status **see MD-0001
- provide an action taken for all work orders that were addressed during the shift **see MD-0002
- enter materials using the work order purchase transaction (if no materials were used, type “no materials used” in the action taken. Purchase transactions with a \$0 balance will not be accepted) **see MD-0002

All work orders that are completed during the shift must include the above information and the status updated to “complete” prior to the end of the shift of the same day.

Details to note regarding statuses-

The “New Request” status by definition means that the work order has not been addressed and therefore should not have any labor or purchase transactions logged.

Once work has started on a work order, the status must be changed from “New Request” to the appropriate status:

“Work in Progress” is to be used to show that you are actively working on a particular work order.

“On Hold” is to be used if work has begun however you must return at a later date to complete.

“Parts on Order” is to be used if you have placed an order for parts and must wait for them to arrive prior to completion. ***The action taken is required to include the requisition number and date that the order has been placed.*** **see MD-0009

“Open Extended” is to be used for routine work orders that are used on a regular basis (policy is that open extended work orders must be completed and recreated every 30 days) **see MD-0011

“Pending” is treated as a “New Request” for certain automatically generated preventative maintenance work orders and must be updated accordingly once work has begun.

“Complete” is to be used when the job is done.

Technicians are not authorized to use the “Closed, Declined, Deferred, Forwarded, Void, Waiting more Information, or Duplicate” statuses. These statuses are only to be used by a supervisor (lead grade 19 or above, administrative staff **or** staff designated in writing by the Master Foreman) contact your supervisor to update a work order to these statuses if needed.

If a work order needs to be assigned to a different crew or shop, the technician must contact their supervisor to update the work order accordingly.

Action taken

Every work order that has a transaction logged or status changed, must have a statement in the action taken field describing what has been addressed, or what the current details of the job are. This information is used by our customers to better understand the status of the work order. Information here would be similar to if you were describing it in a conversation.

Examples:

ordered parts- req# 97531 on April 3. Estimated delivery date on April 8

I was unable to finish repairs, will return on XXX date.

Inspected job, will return with crew.

Replaced motor and belt.

No materials used

If you have lost, damaged, left your iPad at home or are waiting for a replacement, it is still the employee’s responsibility to update your work orders daily via mobile phone, or school/office/shop computer.

****Refer to MD-0007 for full daily technician procedures****