Department of Facilities
POLICY AND PROCEDURE

POLICY NUMBER: 534
VERSION: 1

SUBJECT: SERVICE CALL WORK ORDER POLICY

POLICY:
Facilities will respond to Service Calls that are received by the Facilities office. Service call work involves responding to issues such as spaces that are too hot or cold, lights that are out, leaking pipes or fixtures, or any other call for assistance. Service work orders are generated through our Computerized Maintenance Management System (CMMS) by the Facilities office.

PURPOSE:
The Facilities staff shall respond, in a timely manner to all service work orders. The Staff will accurately and efficiently complete all work in a professional manner.

PROCEDURE:

1. Calls are received at the Facilities office. The Facilities office will generate a Service Call Work Order, or Service Ticket, in the CMMS system.
2. The Facilities office generates the Service work order, prioritizes it and routes it to the appropriate shop that will respond to the request. It is important the Facilities office personnel accurately assess the urgency of the response needed when receiving a call for service and assign the proper priority level to the work order. See the description provided below for work order priorities.
3. Service Calls should typically be viewed as "urgent response" work. As a rule-of-thumb, the effort related to complete a Service work order should typically be 2 hours or less. Response to a service call marked as "Emergency Response", such as a major flood or leak could exceed this rule-of-thumb. If the shop responding to a service call discovers that corrective work is required beyond the range of this rule-of-thumb, then the responding shop may ask for assistance from other shops.
4. When responding to a service call in ANY patient care area, such as exam rooms, the technician will first contact the Nurse in Charge before entering ANY room. After receiving permission from the Nurse in Charge, the technician will knock and ask permission to enter the room. If nobody answers the door, the technician will identify themselves out loud as "Facilities" before entering. If denied access, the technician will return at a time agreed upon by the Nurse in Charge. For non-patient care areas, such as offices, the technician will knock, and ask permission to enter the room. If nobody answers the door, the technician will identify themselves out loud as "Facilities" before entering.

RESPONSIBILITIES:
Technicians:
- Complete the work stated on the work order fully and efficiently.
- When necessary, conduct follow-up inspections of work performed to verify proper completion.
- Work orders are to be filled out with a complete description of what was done.
- Record any supplies used, on the Service work orders.

- Sign and date the completed Service work orders.
- Include Equipment ID number on the work order when the Service Call is for a specific piece of equipment.
- Schedule Service Call work as necessary.
- Assure that Service Calls are completed and work orders closed.
- Assure that time charges are accurately reflected.

All Shops:

1. All Technicians will regularly check throughout the day, with their supervisors for newly created work orders.
2. Each technician will be responsible for closing out their own completed work orders in the CMMS daily.
3. All work orders must be turned in to the Facilities Office after they have been closed out in the CMMS.

Definitions of Work Order Priority

(Note: not all priority descriptions shown apply to Service Calls)

Emergency (5): Imminent threat to life, property, security or the environment. Warrants immediate response and mitigation – but not necessarily a permanent repair.

Examples include, but are not limited to:

· Downed electrical lines

· Broken gas line

· Gas leaks or smell of gas leaks

· Heavy flood, broken pipes, water lines

· Overflowing toilets

· Electrical or water outages

· Elevator "stuck" with someone on board

· Inoperable exterior locks or interior locks on sensitive spaces

· Major equipment breakdown

· Certain pest or animal control situations

· Fire Alarm sound (actual fire alarm)

Urgent (4): Urgent situations pose a threat of personal injury, equipment damage, or a serious disruption of HDHS operations.

Examples include, but are not limited to:

· Temporary repairs conducted in an emergency that pose as a threat to personal injury

· Broken glass

· Inoperative switches, outlets or lights

· No air conditioning or heat in rooms with sensitive equipment

· Loss of refrigerated storage space

· Piping or roof leaks

· Toilets/urinals running constantly

· Clogged sink/toilet/shower/tub

· Non-emergency elevator repairs / any compliance code requirements

· Pest/animal control that could pose a harmful, unsafe condition

· ADA compliance issues, e.g. inoperative door opener, obstructed route

· Fire Marshal or code compliance corrective actions

· Broken, gushing, or misdirected irrigation device or sprinkler head

· Broken windows, doors or locks

· Fire Alarm trouble/Fire Alarm Panel

High (3): Work that does not fit the definition or urgent work but needs to be accomplished in an expedited time frame. Such work may be high profile in nature, have a short deadline date, or work related to any regulatory compliance.

 Examples include, but are not limited to:

· Graffiti

· All Preventive Maintenance work orders (PM's)

· Corrective Maintenance work on critical equipment

Medium (2): Normal maintenance or service item that does not pose an immediate risk to facilities, systems, equipment or components. Requests are dispatched based on work load and priorities.

Examples include, but are not limited to:

· Cracked glass replacement

· Changing light bulbs

· Preventive maintenance

· Broken furniture

· Renovations and Improvements

· Corrective Maintenance work on non-critical equipment

· Replacement of ceiling tiles

Low (1): All other work identified.

Examples include, but are not limited to:

· Carpet Renewal Program

· Painting Renewal Program

· Cosmetic Work

· Hang Pictures/Bulletin Boards, etc···

· Replace Lights

· Other minor service calls

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