

RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER		
Facilities Management		
POLICY AND PROCEDURES		
SUBJECT:	WORK ORDERS	Policy No.: 204
Revised: March 2018	Supersedes: May 2017	Page 1 of: 2

PURPOSE:

To establish procedures for requesting services from the Facilities Management Department.

POLICY:

All work orders can be placed by completing a work order request online. Emergent work orders may be followed up by calling Facilities Management office. Major work orders will be requested in writing to the Director of Facilities Management.

PROCEDURES:

1. MINOR WORK ORDERS

- A. For minor work orders (i.e. hanging bulletin boards or pictures, installing pencil sharpeners, etc) which do not require more than eight hours of labor, requestors shall place a work order online with the following information.
 - 1. Name and location
 - 2. Phone extension
 - 3. Cost center number
 - 4. Specific information regarding the request
- B. A work order number will be provided once the request has been accepted by a Facilities Management staff member.
- C. The requestor should record the request and the work order number in a Work Order in the event a follow up call is needed.
- D. Follow-up calls only are directed to Facilities Management office staff at extension 7291. No direct calls are to be made to the shops.
- E. Urgent work orders should be completed within 24 hours. Routine work orders may take from two days to two weeks. Follow-up calls should not be made unless two weeks or ten (10) working days have passed.

**II. MAJOR REPAIRS/WORK ORDERS (requiring welding, painting)
OR REMODELING**

- A. A letter signed by the director of the requesting department is sent to the Facilities Management Department. The requesting Dept. should retain a copy.
- B. A Facilities Management Manager will review the work order and provide a written response to the request.
- C. The request is given a job number, prioritized, and forwarded to Administration for approval.

AD:gg