

**WORK ORDER REQUEST  
OPERATIONS**

Effective date: 12/83  
Revision date : 08/12  
Review date :

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Policy:

Provide a means of reporting maintenance needs and services to keep the facility in repair.

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Prevailing Codes and Standards:

Physical Plant Policy

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Procedure:

- I. Work requests are received in Maintenance Control electronically via the Physical Plant web site.
- II. All work orders will be reviewed by estimating section, who will make the following determinations:
  - A. Routine maintenance work that does not require a work order number will be given to Maintenance Control Clerk who will contact appropriate shop to perform the work.
  - B. All other work requests:
    1. Work order number assigned.
    2. Work order assigned to estimating section. When this occurs, the system will automatically send an electronic confirmation receipt of work order providing a work order number to requesting department.
- III. Estimating Section will:
  - A. Estimate work.
  - B. If work is non-maintenance, renovation or project, provide an estimate to requesting department and request chart string. (See policy "Estimating Work Order Request/Operations.")
- IV. Foreman copy is returned to Maintenance Control for closing when work is complete.