



## **WORK ORDER PROCEDURE (MNT-P001)**

Clarksville-Montgomery County School System

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The online version of this policy is official. Therefore, all printed versions of this document are unofficial copies.

### **1.0 SCOPE:**

- 1.1 This procedure outlines the process for attaining maintenance support from the time a need is identified until the work is performed

### **2.0 RESPONSIBILITY:**

- 2.1 Building Maintenance Manager

### **3.0 APPROVAL AUTHORITY:**

- 3.1 Chief Operations Officer

### **4.0 DEFINITIONS:**

- 4.1 Paperwork: Printed copy of work order and sales receipt(s) for purchased materials.
- 4.2 Paperless: Work order request is sent from Maintenance Dispatcher or designee electronically to employee via hand held device, i.e. I-Pad.

### **5.0 PROCEDURE:**

- 5.1 A need is identified at a CMCSS location by any employee.
- 5.2 Employee contacts location supervisor/principal or the employee designated to enter work requests.
- 5.3 Designated employee inputs work request to specified internet address.
- 5.4 Building Maintenance Manager/Designee reviews requests at a minimum of twice daily.
  - 5.4.1 If the Building Maintenance Manager/Designee rejects the work request, a reason is given in the "action taken" block of work request.
    - 5.4.1.1 Designated employee at requesting location checks work order report and determines if a re-submittal of request with justification is warranted.
    - 5.4.1.2 If no re-submittal is desired, procedure is ended.
    - 5.4.1.3 If re-submittal is warranted, new work request is submitted showing the justification.
  - 5.4.2 If the Building Maintenance Manager/Designee approves original or re-submitted request, a work order is created.
- 5.5 The work order is assigned to a maintenance employee with a medium default priority rating.



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(MNT-P001)**

Clarksville-Montgomery County School System

- 5.5.1 The Building Maintenance Manager/Designee can increase priority rating for an emergency, or decrease rating if necessary.
- 5.6 If the item is contracted out of house, requirement is forwarded in accordance with contracting procedures (ref. [PUR-P002](#)).
- 5.7 The work order is assigned and sent electronically to assigned employee's I-Pad.
  - 5.7.1 Employee determines if materials required are on hand.
  - 5.7.2 If materials are not on hand, they are obtained from vendor.
  - 5.7.3 If materials are on hand, worker moves to site for performance of tasks assigned.
  - 5.7.4 If more parts are needed, they are obtained from vendor or internal parts store.
  - 5.7.5 When repairs are finished, employee completes paperless work order on electronic device. This includes listing all receipts from outside vendors on electronic work order. Employee must submit all receipts daily to the Assistant Building Maintenance Manager and/or the Foreman.
- 5.8 Maintenance Office personnel electronically close out work orders, or edits and completes paperless work orders.

**6.0 ASSOCIATED DOCUMENTS:**

- 6.1 Work Order (computer generated)
- 6.2 Purchase Order Procedure ([PUR-P002](#))

**7.0 RECORD RETENTION TABLE:**

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Paperwork	Maintenance Department	5 years	Destroyed	None required.
Database	Vendor Facility	Indefinite	Archived	Daily Electronic

**8.0 REVISION HISTORY:**

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
12/02/02		Initial Release
3/11/03	A	Add definition, clarify 5.1, 5.2, 5.8 & 5.9, change identification and add identification in 7.0, revise flowchart to reflect clarifications
8/29/03	B	Add PUR-P002 to 5.6 and to 6.0



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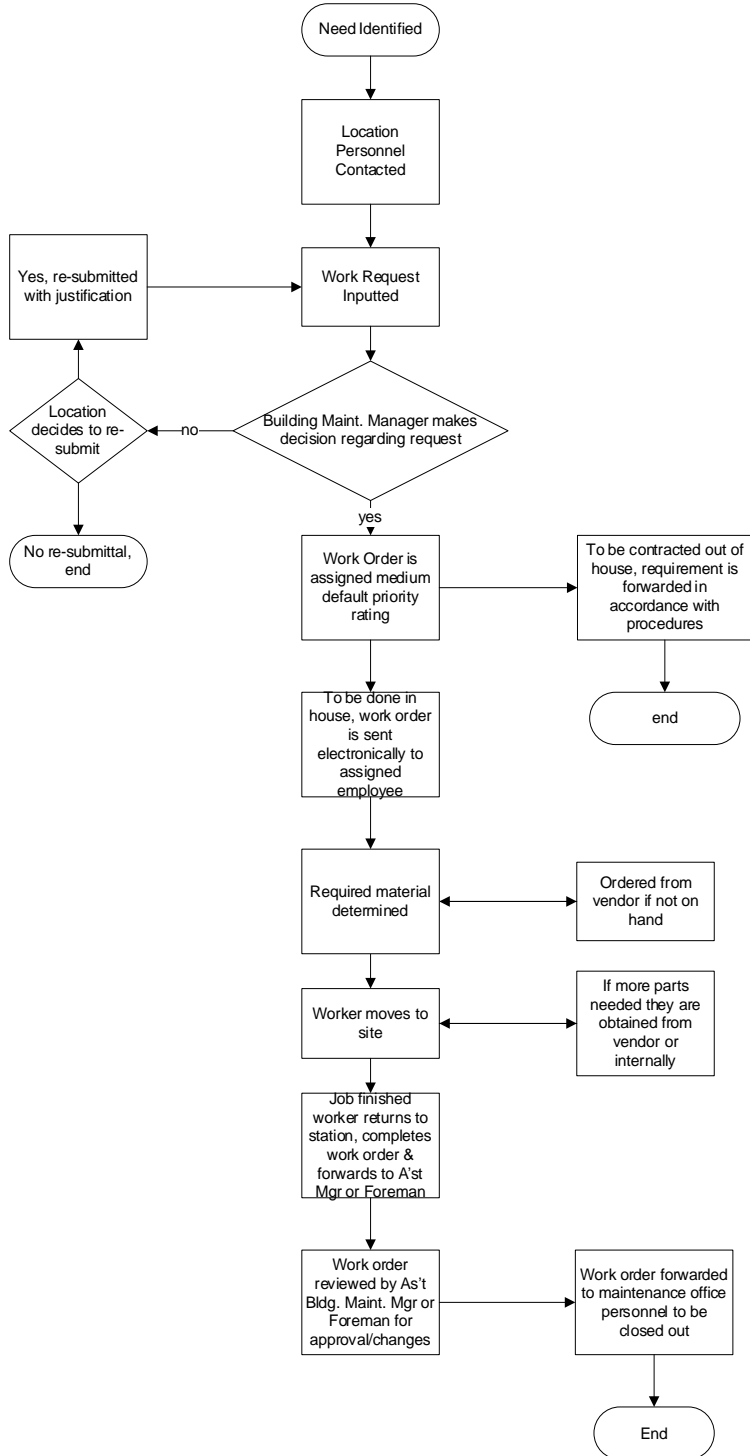
10/29/04	C	Change Maintenance Manager to Maintenance Manager/designee where applicable
11/13/08	D	Add at a minimum to 5.4, clarify priority rating in 5.5 and add 5.5.1, update flowchart
2/23/15	E	Update logo and formatting, added Assistant Foreman to 5.8
9/20/19	F	2.1 Added "Building"; 4.2 Added "Paperless: Work order request is sent from Maintenance Dispatcher or designee electronically to employee via hand held device, i.e. I-Pad."; 5.4 Added "Building"; 5.4.1 Added "Building"; 5.4.2 Added "Building"; 5.5.1 Added "Building"; 5.7 Added "or is sent electronically to assigned employee's I-Pad."; 5.7.5 Deleted "returns to maintenance" and "work", added "work order or paperless work order on electronic device. This includes listing all receipts from outside vendors on paper work order or electronic work order. Employee must submit all receipts daily to the Assistant Building Maintenance Manager and/or the Foreman."; 5.8 Deleted "Paperwork", added "Completed work orders are", deleted "is", added "the Assistant Building Maintenance Manager or the", deleted "or Assistant Foreman", added "The Assistant Building Maintenance Manager or the", deleted "transfers paperwork", added "approves the completed work order and forwards"; 5.9 Deleted "s" in "closes", added "s" to "work order", deleted "s" in "files", deleted "work" in "paperwork", added "work orders or edits and completes paperless work orders."; 9.1 Flowchart is updated to reflect changes.
2/17/21		Reviewed, no revisions
9/9/22	G	5.7 Deleted "printed and given to", added "and", deleted "employee, or is"; 5.7.5 Deleted "paper work order or"; Deleted original 5.8 "Completed work orders are forwarded to the Assistant Building Maintenance Manager or the General Foreman for review and verification. The Assistant Building Maintenance Manager or the General Foreman approves the completed work order and forwards to maintenance office personnel."; 5.8 Deleted "and file paper work orders". 9.1 Flowchart-Deleted "is printed".

### **9.0 FLOWCHART:**

9.1 A flowchart detailing this process can be found below.

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