

## WORK ORDER PROCEDURES

<b>NUMBER:</b> GSD-OPF-FMS-05	<b>EFFECTIVE DATE:</b>	<b>APPROVAL:</b> Facility Management Administrator
<b>REVISED DATE:</b> October 10, 2008	<b>REFERENCES:</b>	

- I. **PURPOSE:** To electronically receive, document and complete work orders in a timely and professional manner.
  
- II, **POLICY:** Each State agency occupying a GSD building has designated an employee and a backup employee who may submit work order requests using the Facilities Services Automated Work Order System. All requests for work must be requested through the designated employees. In an effort to prevent duplicate requests, no request for work will be accepted via e-mail or telephone from a non-designated employee. Any such request should be referred back to the designated users for that agency. Except in cases of emergencies, no work will begin unless a work order has been submitted. It is the building manager's responsibility to follow up on work orders to ensure they are completed in a timely, professional manner.

**III. PROCEDURES:**

Each agency shall designate an employee and a back up employee to submit work orders.

All work order requests shall be submitted by the employees designated by the agency only.

Designated employee shall submit the work order via the Facilities Services Automated Work Order System.

Except in cases of emergencies, no work will begin unless a work order has been submitted. It is the building manager's responsibility to follow up on work orders to ensure they are completed in a timely, professional manner.

A Facilities Services employee will respond to all work order requests within two (2) business days.

Upon completion of the requested work, the work order form must be completed by the Facilities Services employee performing the work, signed by the person requesting the work and returned to the Building Manager's Office.

All work orders shall include the following:

- work requested
- location of work
- individual submitting the request
- date of work performed
- time spent performing the work
- employee performing the work
- materials used in performing the work
- any comments regarding the work performed
- signatures of the person requesting the work and the employee performing the work