6 FAH-4 H-400
A WORK ORDER SYSTEM FOR GETTING THE WORK DONE

(TL:FCLH-1; 06-16-1997)

6 FAH-4 H-401 WORK ORDER SYSTEM AND CONTROLS

(TL:FCLH-1; 06-16-1997)

a. To gain control over the work, develop a work-order system that:

- Identifies the work to be done;
- Plans the work;
- Accomplishes the work; and
- Appraises the work performance.

A flow chart of a work order system is given as 6 FAH-4 H-401 Exhibit H-401 .

b. A basic requirement of good maintenance management is communication between those who need something done, those who supervise and direct what will be done, and those who do the actual work. A good work-order system not only provides management information, but also:

- Improves communication of exactly what needs to be done;
- Documents serious or recurring maintenance problems for historical purposes;
- Provides the means to control expenditures of labor and material resources;
- Provides the Maintenance Section with a properly filled out work order with all the information needed to perform the requested work, including:

  What (size, color, material, including sketch, if appropriate)?

  When required (or merely desired)?

  Where (building and office number, floor, address)?

Why (safety, security, nice to have)?

Who (name, organization, phone number)?

c. When work originates from within the Maintenance Section, as a result of preventive maintenance or Annual Facility Condition Surveys, somewhat less emphasis can be placed on the ”When,” ”Why,” and ”Who” blocks, but use the form for work orders and material requisitioning.

6 FAH-4 H-402 STEPS TO INSTALL A WORK CONTROL SYSTEM

(TL:FCLH-1; 06-16-1997)

a. Identify the work (covered in 6 FAH-4 H-403).

b. Develop work orders (covered in 6 FAH-4 H-404).

c. Make work logs (covered in 6 FAH-4 H-405).

d. Determine the method of work accomplishment (covered in 6 FAH-4 H-406).

e. Plan the workload (covered in 6 FAH-4 H-407).

f. Do the work (covered in 6 FAH-4 H-408).

g. Appraise the work and feed back the information (covered in 6 FAH-4 H-409).

h. Tell the post about the system (covered in 6 FAH-4 H-410).

6 FAH-4 H-403 IDENTIFY THE WORK

(TL:FCLH-1; 06-16-1997)

Emergencies:

Phoned in by customers.

Formal Work Orders:

Written orders by post customers to have facilities maintenance and repair work accomplished.

Annual Facility Condition Survey:

A written report by qualified inspectors that identifies facilities and equipment that require maintenance and repair activities.

Scheduled Work:

Jobs that must be done repetitively, such as grounds

maintenance, preventive maintenance, and attending to the boiler.

6 FAH-4 H-404 DEVELOP WORK ORDERS

(TL:FCLH-1; 06-16-1997)

a. Work Order Processing. A typical work-order format is given as 6 FAH-4 H-404 Exhibit H-404A .

b. A “road map” showing the processing route and the functions to be performed at each stop is shown as a work-order flow chart in 6 FAH-4 H-401 Exhibit H-401 . Obviously, the route and steps necessary to process a work order will vary from post to post, depending on the size and organization of the Maintenance Section; however, within reason, the functions should be done regardless of post size.

6 FAH-4 H-404.1 Initial Maintenance Manager Review

(TL:FCLH-1; 06-16-1997)

a. The maintenance manager should initially review the work order to assess its validity and to assign it a work priority. The priority is a numerical ranking assigned to all work. It is based on a pre-established set of criteria. The following are recommended priorities:

Priority 1 Life, safety, security, and other work, which, if not done immediately, would endanger post personnel and/or property.

Priority 2 Other life, safety, and security work needed but not urgently.

Priority 3 Required within a short period of time.

Priority 4 Required ahead of routine work.

Priority 5 Routine maintenance and repair.

b. These priorities should be used throughout the life of the work order to generally determine the order in which they should be processed, receive post resources (materials and labor hours), and be completed.

c. The absence or misuse (inflation) of a priority system results in all work being treated equally and increases the chance that limited resources will not be available for truly important work.

d. When the requestor has asked for work that is against policy, return the request with an explanatory comment. In times of limited resources, as might occur midway through a fiscal year, valid but low-priority projects should be placed on the back burner for future accomplishment. Advise the customer accordingly.

6 FAH-4 H-405 MAKE WORK LOGS

(TL:FCLH-1; 06-16-1997)

A work control system needs a tracking system for the work that has been identified. Maintaining logs that record the different types of work as they are identified is a simple way of staying on top of what needs to be done. A sample log is given as 6 FAH-4 H-405 Exhibit H-405 .

6 FAH-4 H-405.1 Work Log

(TL:FCLH-1; 06-16-1997)

a. Enter both scheduled and unscheduled work on the same work logs.

- Unscheduled work is all work that occurs on a one-time basis.
- Scheduled work is reoccurring work (preventive maintenance).

b. Unscheduled work is identified through customer work requests and the Annual Facility Condition Survey. The maintenance manager should review the work log for new entries.

c. A byproduct of the preventive maintenance program is the identification of equipment defects. Report these defects to the work order clerk to prepare work orders.

6 FAH-4 H-406 DETERMINE METHODS OF ACCOMPLISHMENT

(TL:FCLH-1; 06-16-1997)

Determine which of the following (or combination thereof) will actually do the work:

- Post Maintenance Personnel
- Local Contracting
- A/FBO Assistance

6 FAH-4 H-406.1 Submit Project Funding Requests

(TL:FCLH-1; 06-16-1997)

a. Project funding requests are a method of presenting special Maintenance and Repair (M&R) and minor improvement projects to A/FBO for funding consideration.

b. Submit project funding requests quickly in accordance with A/FBO requirements:

- By AIS submittal (will be incorporated into budget submission)
- On a routine basis as new deficiencies are identified
- When work is identified by other sources
- When emergencies occur

6 FAH-4 H-406.2 Work Identified on a Routine Basis

(TL:FCLH-1; 06-16-1997)

Upon identifying new requirements and projects throughout the year, submit project funding requests to A/FBO throughout the year as new requirements are identified. Do not wait for the AIS to submit project funding requests.

6 FAH-4 H-406.3 Emergency Work

(TL:FCLH-1; 06-16-1997)

Report to A/FBO by phone with a follow-up telegram, if post does not have enough resources to accomplish necessary emergency work.

6 FAH-4 H-406.4 The "Estimated Value" of the Proposed Work

(TL:FCLH-1; 06-16-1997)

a. It is important that the maintenance manager be sure that the estimated value of the proposed work is reasonably accurate.

b. The post:

- Has a limited maintenance and repair budget

- Has limitations funding authorization without A/FBO approval

6 FAH-4 H-406.5 To Estimate the Value of a Job

(TL:FCLH-1; 06-16-1997)

a. Prepare a U.S. Government estimate.

b. Get rough estimates for materials cost from material suppliers. Provide a rough estimate of the labor costs.

c. Call local contractors for a quotation.

6 FAH-4 H-407 PLAN THE WORKLOAD

(TL:FCLH-1; 06-16-1997)

a. Workload planning determines when the work is to be accomplished.

b. Make a work plan.

c. The work plan comes from the scheduled, unscheduled, and backlog of work that is recorded.

d. Maintenance backlog is the name for all valid work that is not scheduled for accomplishment.

e. Work selected from the backlog for inclusion on the work plan is chosen on the basis of its priority.

6 FAH-4 H-408 DO THE WORK

(TL:FCLH-1; 06-16-1997)

a. The maintenance manager sees that planned work gets done.

b. The work-order system has provided the supervisor with the required resources to do:

- Specific tasks
- At specific locations
- In a specific time frame

6 FAH-4 H-409 APPRAISE THE WORK AND FEED BACK THE INFORMATION

(TL:FCLH-1; 06-16-1997)

a. Work appraisal determines whether the work was done as planned and feeds back information into the other system files.

b. Work appraisal (quality control) determines whether the work:

- Accomplished what was required
- Was done when scheduled,and
- Cost what was estimated

6 FAH-4 H-409.1 Develop Facility History Files

(TL:FCLH-1; 06-16-1997)

a. Facility history files should be developed and maintained regularly. They contain data on completed work done for each facility at post.

b. Use these files to:

(1) Identify trends in maintenance and repair problems;

(2) Plan for scheduled work;

(3) Review maintenance and repair history;

(4) Identify emergency or specialized equipment located in each facility;

(5) Determine the condition of each facility; and/or

(6) Determine date of last significant repair, alteration, roof replacement, and other major maintenance work.

6 FAH-4 H-409.2 Obtain Budget Feedback

(TL:FCLH-1; 06-16-1997)

Information on the logs and plans permits easy development of budget requirements based on clearly documented facts and figures about work accomplished. It also identifies backlog of unfunded requirements.

6 FAH-4 H-410 TELL THE POST ABOUT THE SYSTEM

(TL:FCLH-1; 06-16-1997)

a. Develop and give a clear, simple presentation of the work-order system:

(1) Provide sample, completed forms that the post customers should complete, and tell them where to get the blank forms.

(2) Explain work prioritization and scheduling methods.

(3) Answer any questions.

(4) Discuss making minor work schedule adjustments.

(5) Explain preventive maintenance and the Annual Facility Condition Survey programs and that, if allowed to work, they can reduce customer complaints.

b. Write a post administrative notice so that customers can easily interface with the work-order system. In the notice:

(1) Explain how work is requested and what form to use.

(2) Discuss emergency, scheduled, and unscheduled work orders.

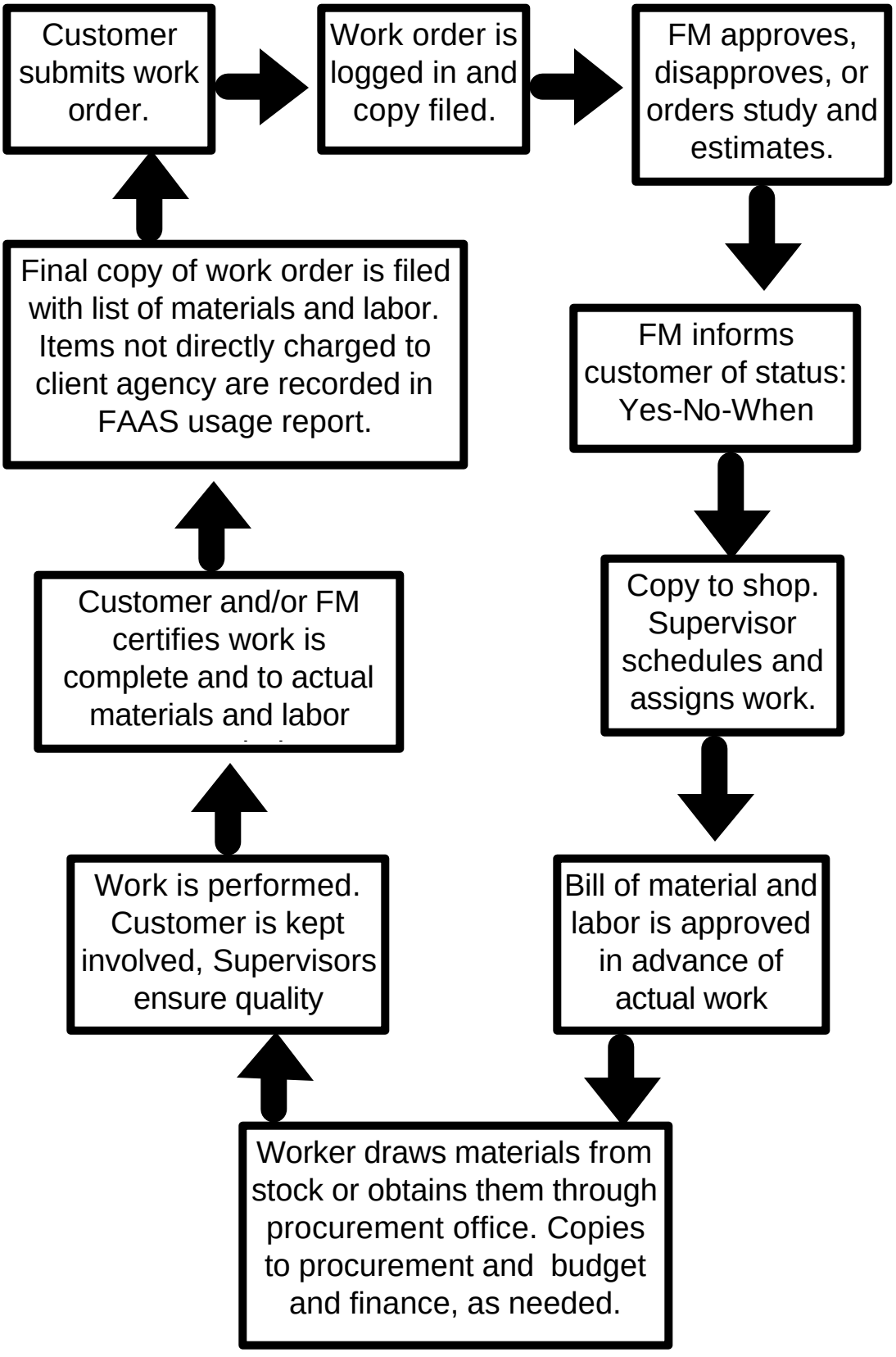
(3) Discuss reasonably expected response times for each type of work order.

(4) Define clearly the various types of work so that customers understand what terms such as repair, alteration, improvement, and maintenance mean.

6 FAH-4 H-411 THROUGH H-499 UNASSIGNED

6 FAH-4 H-401 Exhibit H-401
THE WORK ORDER CYCLE

(TL:FCLH-1; 06-16-1997)



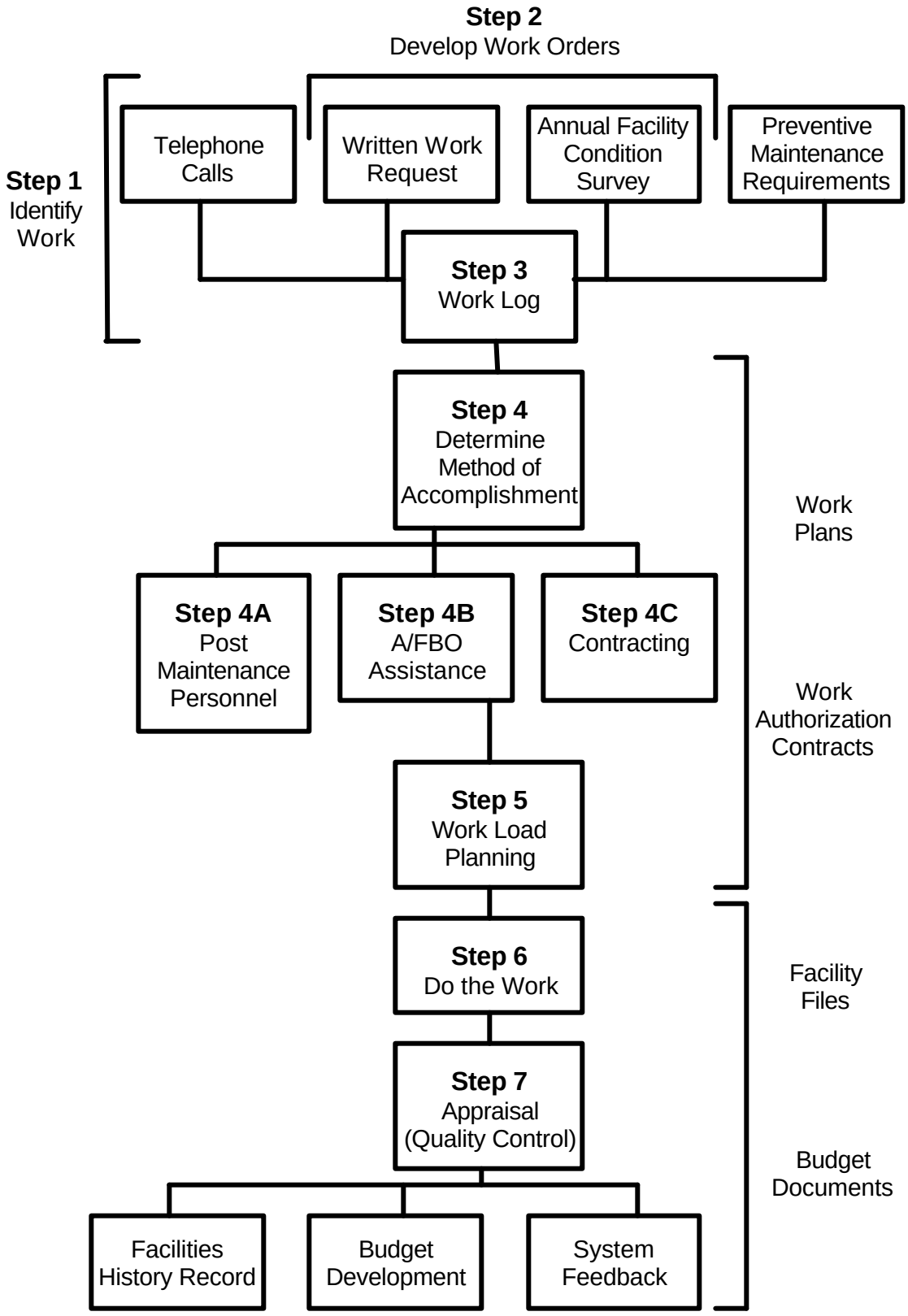
6 FAH-4 H-404 Exhibit H-404A
WORK ORDER FORMAT

(TL:FCLH-1; 06-16-1997)

WO # 00000	**WORK ORDER**	Page of
Reqr:	Tel:	Priority:
Prop:	Equip:	Req: Due: Zone:
Unit:		
Task:	Task Description	
Approved:	Reviewed:	Printed by: TR1
Customer Signature:		
Comments:		
Work:_____ OT:_____ Travel:_____ OT:_____ Wait:_____ OT:_____		
Materials Used (Use reverse as needed):		
Worker's Name:		Worker's ID:
Worker's Signature:		Completed:

6 FAH-4 H-404 Exhibit H-404B
WORK ORDER SYSTEM

(TL:FCLH-1; 06-16-1997)



6 FAH-4 H-405 Exhibit H-405
SAMPLE WORK LOG

(TL:FCLH-1; 06-16-1997)

PROBLEM DESCRIPTION	LOCATION BLDG/RM/AREA	REPORTED BY NAME/UNIT	DATE	EMERGENCY OR ROUTINE	LABOR HOURS
Blocked Drain	Building 101, Room 4	J. Doe SIMA	2/5/97	ROUTINE	3
Cracked Window	Storage Room 2	D Smith HT	3/4/97	ROUTINE	2