

Messiah College
**Facility Services Work Order Response
Policy and Procedure**

Policy: It is the policy of the Messiah College Facility Service Departments to address facility work order requests in a timely manner as outlined in this policy.

Objectives: Monitor and address work orders in a timely manner. Follow up on work orders that are not addressed in a timely manner.

Equipment: TMA Work Orders, TMA Open Work Order Reports

Responsibility:

Facility Maintenance Service Staff
Facility Maintenance Service Manager
Facility Maintenance Supervisor
Campus Events Daytime Administrator
Campus Events Night Time Administrator
Grounds Manager
Compliance Coordinator
Campus Events Manager
Administrative Assistants to Facility Services

Responsibility Step Action

Facility Maintenance Staff

1. All completed work orders must be closed in TMA within 24 hours after completion.
2. Responsible to inform Managers/Supervisors if assistance is needed in timely response to work orders and if workloads need adjustments.

Facility Services Managers

1. Monitor open work orders in TMA on a daily basis to track progress towards completion.
2. Discuss work orders that are open for longer than 10 days with the staff person who is holding the work order open. Develop a plan with the staff person to complete the work or re-assign it to another staff member.
3. Run a 60 day look back "Open Work Order" status report

monthly (on the first working day of the month) to review any open work orders that need follow up. The report that identifies open work orders is found in TMA.

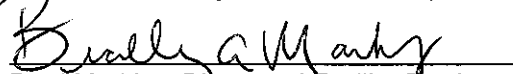
4. Run open work order reports on a bi-weekly basis for all technicians that they supervise.
5. Follow up with staff concerning work orders that are not appropriately completed and closed. The open work order report generated should date back 6 months.
6. Responsible to adjust staff workloads, if necessary.
7. Communicate with other Department Managers if workloads need shifted to other Departments or need assistance from other Departments.

"Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards".

Approved Reviewed Revised


Dan Smith, Facility Manager

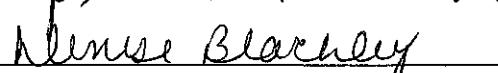

Dan Soltis, Facility Maintenance Supervisor

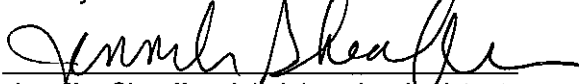

Brad Markley, Director of Facility Services


Pete Ramsey, Grounds Services Manager


Chuck Pulis, Campus Events Night Time Administrator


George Blackburn, Campus Events Day Light Administrator


Denise Blackley, Administrative Coordinator,
Facility Services


Jennifer Sheaffer, Administrative Assistant,
Facility Services