

Work Orders

501B.1 PURPOSE AND SCOPE

The purpose of this guideline is to establish a procedure for entering and distributing work orders for apparatus and facilities. These work orders will be entered with the guidance listed below.

501B.2 GUIDANCE

- Click on “Inventory” on the top navigation pane
- Ensure that you are on “Work Order” inside the inventory module by clicking on the Work Order icon on the blue navigation pane.
- Review the open Work Orders to ensure there is not an Open Work Order for the identified issue. Utilize the Advanced Filtering to assist in your search
- Select ‘New Work Order’ on the right side of the screen
 - When the pop-up window opens, select most appropriate options
 - When complete select “Add New”
- The system will open a new work order
 - On the left side of the screen, select ‘Reported’ within the Internal Status section.
 - In the ‘Issues’ section, select “Add Manual Issue”
 - Select most appropriate item from Type of Issue list, leave blank if no appropriate option available. At this point click save and exit
 - Enter a brief but detailed description of the issue
 - Highly encouraged to utilize the paperclip icon to attach photos
 - Repeat process for additional item
 - When completed, hit ‘Save’ on the top right of the screen
- The Work Order will be saved and the window will close and return you to the list of Work Orders



Managing Work Orders (Support Services Only)

Support Services Manager will review Reported Work Orders and create separate work orders as needed to effectively manage work flow.

- Support Services Managers or designee will manage Work Orders and assign/dispatch Work Orders.
- Support Services Managers or designee will separate Work Orders and assign to most appropriate Division or responsible person.
- Support Service personnel will make updates to Work Orders as information becomes available
- Parts used are accounted for on each Work Order

- Labor shall be accounted for all hours used to complete the Work Order
 - Select the most appropriate labor type. Time shall be rounded to the nearest quarter hour.
- The Notes section and or description section shall be used to provide a summary of work performed.

501B.3 WORK ORDER COMPLETION NOTIFICATION

When Facility or Vehicle issues are resolved, or a vehicle is dropped off at a station while the on-duty crew is not in quarters, the support services employee will post an update to the respective station's Daily Journal.