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Policy Memorandum No. 01-86

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| To: All Division Heads/Supervisors Facility Maintenance Personnel | Subject: Work Order Request Form |
| Effective Date: NOVEMBER 20, 1985 | Revision Date: |
| Approved By: ROY P. DUENAS, General Manager | |
| ALL REVISIONS ARE MARKED WITH AN ASTERISK (*) | |
| <p>I. <u>PURPOSE</u>: To establish policies and procedures for minor and major maintenance repair work to be performed by Facility Maintenance personnel by utilizing the Work Order Request Form (attached).</p> <p>II. <u>DISCUSSION</u>: Like any other division, the Facility Maintenance Division has a number of functional responsibilities that requires the use of a number of systems and procedures to assist in managing those functions. The one system, however, that directly interferes with and influences all other systems is the "work order system." Without control over what work is being planned or performed, actual costs incurred cannot be made. All the essential elements of good management are tied up in this single piece of paper.</p> <p>III. <u>RESPONSIBILITIES</u>:</p> <p>A. The <u>Originator</u> or appropriate <u>Division Head</u> shall be responsible for the preparation and completion of the work order request form, inclusive of the following information.</p> <ol style="list-style-type: none">1. Job Description or Discrepancy;2. Date;3. Priority;4. Equipment/Building Name and Number; and5. Signatures<ol style="list-style-type: none">a. Minor repair work and replacement - Division Head's signature only.b. Fabrication of furniture (desk, chairs, tables, cabinets, shelves, etc.) - Division Head's and Assistant General Manager for Operations' signatures.c. Renovation and addition to existing structure - Division Head's and Assistant General Manager for Operations' signatures and General Manager's approval. | |

- d. Completed work order requests must be acknowledged by the requesting Division Head or his/her authorized representative.

B. The Building Maintenance Superintendent shall:

1. Screen to insure that required information are completely furnished;
2. If necessary, discuss with Originator or upper management the work project;
3. Sign approval for scheduling.

C. The Planner shall be responsible for the following

1. Assigning work order numbers;
2. Estimating labor and material costs (with the assistance of appropriate section supervisors);
3. Entering work order into computer (backlog report);
4. Preparing sketches as required (assisted by appropriate section supervisors);
5. Expediting materials (assisted by appropriate section supervisors);
6. Reviewing completed work orders to ensure that the necessary information are provided and enters completed work orders into computer;
7. Checking computer reports for status of work orders and backlogs;
8. Preparing management information reports such as:
 - a. Backlog reports;
 - b. Equipment history and downtime per machine (per request);
 - c. Overtime percentages;
 - d. Cost incurred per work center;
 - e. Notes all discrepancies and variances for review.

D. The Supervisor shall

1. Prepare work schedules:
 - a. Daily, weekly and long range (daily schedules must be prepared a day prior to work request start-up date with a courtesy copy to the Building Maintenance Superintendent's Office.)
 - b. Consider backlogs, preventive maintenance work orders and others;
 - c. Keep Superintendent and/or Planner apprised of the status of work requests.
2. Receive work order requests from Planner and assigns work to subordinates;
3. Supervise work; expedites additional supplies;
4. Record labor and material costs and action taken on work orders;
5. Review completed work orders and return to Planner;
6. Complete daily performance on each worker assigned to work projects.

E. The Worker shall:

1. Perform work;
2. Draw additional supplies when required.

IV. SUPPLY Personnel:

- A. Review issue receipts to make sure pertinent information is supplied and cost information included.
- B. Forwards yellow copy to worker or requestor.

V. PRIORITY CODING SYSTEM:

Priority codes helps to establish the importance and order in which the work order request should be performed. Below is a list of priority codes:

| <u>Priority Code</u> | <u>Type</u> | <u>Definition</u> |
|----------------------|-----------------|---|
| E | Emergency | Work required immediately because it affects scheduled operation of equipment, buildings or utilities or because serious injuries to personnel is imminent. IMMEDIATE ATTENTION. |
| A | Urgent Routine | Important day-to-day repairs that are necessary for equipment or building preservation. No immediate threat of equipment or building failures, but potential threat of deterioration with neglect. It also includes preventive maintenance schedules, repetitive work done daily or in a cycle, during the week. 1 - 5 DAYS AFTER WORK ORDER IS RECEIVED. |
| B | Delayed Routine | Jobs similar to urgent routine (except preventive maintenance) but also includes minor rearrangements, alterations, new safety devices or modifications. 7 - 10 DAYS AFTER WORK ORDER IS RECEIVED. |
| C | Future Schedule | Equipment or building modifications that can be scheduled. Include projects or jobs waiting for materials or those that require engineering and planned equipment overhauls. 3 - 5 WEEKS AFTER WORK ORDER IS RECEIVED. However, upon receipt of all materials, the priority level would be changed to "A" and work scheduled accordingly. |