

WORK ORDER PROCEDURES



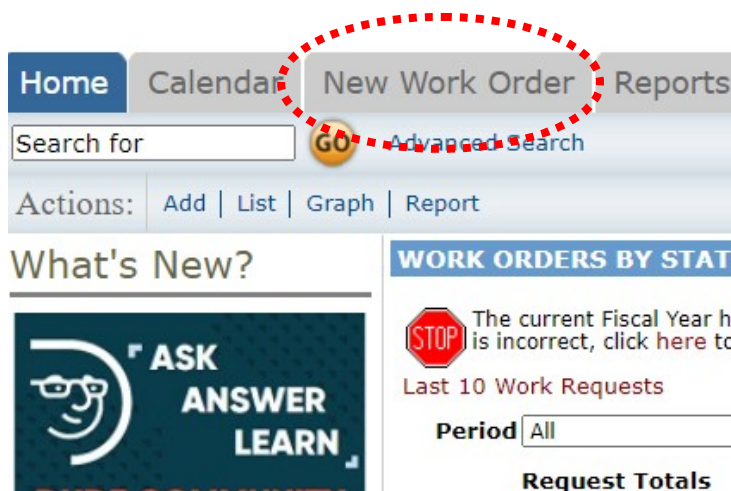
MAINTENANCE
DIRECT™

Enter a Work Order here



**SCHOOL
DUDE**®

1. The best way to ensure your issues will be resolved in a timely fashion is by adherence to the proper use of the work order system. It is imperative for all school personnel to **report their issues through the work order system** via the principal or building manager in order for management to prioritize and make the most efficient use of our resources and budget, as well as tracking every request throughout the district. **Calling the COO or Superintendent directly is circumventing the system and has a direct adverse effect on our ability to respond efficiently**
2. An upgrade to the work order system is pictured below. This upgrade provides many more reporting options than existed in the earlier system including the capability to send a monthly report to each building administrator showing the status of work orders submitted and those that have been completed.



Each principal or his or her designee, and building manager has access to the web-based work order system and can enter a request on-line from their school or anywhere with an internet connection.

Approximately 63% of all work orders are related to in-house trades. The remaining 37% are related to service contracts that the district has with outside contractors who provide such services as: HVAC repairs, sewer and drain repairs, elevator repairs, pest control, window replacement, emergency lighting repairs, fire alarm

repairs, etc.

5. The work orders generated for external contractors are electronically sent to them when they are processed. No work can be initiated by a contractor without an approved work order.
6. Each work order has a dollar estimate for the approved scope of work to be performed. This amount is encumbered by the accounting clerk. When the final invoice is received from the contractor, it is matched against the work order and the original encumbered amount. This system has permitted management to closely manage each contractor's allocated budget.
7. Many of the work orders are proactively generated by management staff in response to problems identified as they tour school facilities.
8. GTS will respond to approximately 10,000 work orders. The completion rate for these work orders is 88% for both in-house trades and external contractors.

IMPORTANT CONTACTS

Grounds Issues	475-220-3922
Swimming Pool Maintenance Issues	475-220-3900
Custodial Equipment Repair	475-220-3900
Warehouse Matters	475-220-3930
Service Response	475-220-3900
IT Help Desk	203- 946-8800

PLEASE DO NOT CALL ANY VENDORS