

Work Order Status

MAINTENANCE
MANAGEMENT



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| New Request | Newly created work orders default to this status |
| Work In Progress | This status is to be used for work that is currently being done (the work order will automatically default to this status when it is assigned to someone) |
| Complete | Switch to this status only after work has been completed and labor or invoice and all costs have been entered (NEVER use “Closed Word Order”) |
| Declined | Use if this is a project that will never be done (be sure to consult the appropriate manager and/or director before switching to this status) |
| Parts on Order | Use when work is on hold due to material delay |
| Duplicate Request | Use when the request is reflected on another work order; make sure to reference the other work order number in the actions taken section |
| Waiting More Information | Use when the requester has not provided all of the required information or when there is insufficient information to properly assess, assign and prioritize the work |
| Forwarded | This should only be used when forwarding a work order to a shop because it was incorrectly assigned |
| On Hold | Use when waiting on management to determine if this project will be done now or moved to “Waiting Funding” or “Deferred”. |
| Waiting Funding | This status is usually non-emergency work/project requests that were considered during budget planning, however funds are not currently available, but the work will be completed when funds are replenished (usually July 1); only use when given direction from shop manager or appropriate director |
| Deferred | This status is usually non-emergency work/project requests that were not taken into consideration during budget planning and are unable to be completed because funding was never identified and may not become available; only use when given direction from shop manager or appropriate director. You MUST complete the “Deferral” section in the work order. |

***BEST PRACTICE:** When using “Parts on Order”, “Waiting More Information”, “Waiting Funding” and “Deferred”, you should schedule an automatic reminder under the “Journal Notes” section, which will send you and email reminding you to review the work order. You can set the review date for an appropriate time suitable to that nature of the work. You may choose 5, 10 or 15 days or a specific date.