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DOCUMENT ID/VERSION	MO-005 (1)	EFFECTIVE DATE:	04-16-2025
APPLIES TO	Facilities Development & Operations		
SUBJECT	Prioritizing, Classifying, and Assigning Tasks to Work Orders		
RESPONSIBLE ADMINISTRATOR	Senior Director, Maintenance and Operations		

Purpose

To describe a procedure for effectively prioritizing and classifying work orders based on urgency and type to ensure that resources are allocated efficiently and safety and mission-critical operations are prioritized. Effective communication is essential to ensure that all team members understand the priority and classification of each work order.

Procedures

Initial work order prioritization and classification shall be completed by the work order creator. Work order creators are work control staff, Shop Supervisors, Managers, and Directors. All other staff must use the maintenance request process. Supervisors and managers shall regularly review the work order system to ensure that priorities are adjusted according to changes in operations, safety protocols, or regulatory requirements.

Work Order Prioritization

Priority 1 – Emergency / Safety / Regulatory

Work orders in this category involve situations that present an immediate threat to safety, regulatory compliance, or legal obligations.

Characteristics:

- Risk of injury or fatality
- Risk of property damage
- Impact on environmental or public health
- The issue is regulated by code or law

Examples:**Auto Shop**

- Vehicle Accidents
- Emergency Generator Failure to Start or in Need of Repair

Carpentry Shop

- Broken Windows – Any Broken Glass That Exposes Sharp Edges/Windows
- Wet and Sagging Ceiling Tiles (Falling), Diffuser Falling

Custodial Department

- Slip Hazard
- Hazardous Material Spill or Chemical Odor (Also notify EH&S)

Electrical Shop

- Electrical Hazard, Smoking / Sparking Outlet, Exposed Wires
- Loss of Power to Building
- Blue Light System in Need of Repair
- Exit Sign in Need of Repair
- Egress Lighting in Need of Repair
- Burning Smell
- Automatic Transfer Switch (ATS) in Need of Repair

Elevator Contractor

- Elevator Entrapment

HVAC Shop

- Steam Leak
- Indoor Temperature Below 64 °F or Above 82 °F (Also notify EH&S)
- Pipe Hammering
- Excessive Mold on Restroom or Shower Room Walls (Also notify EH&S)

Lock Shop

- ADA Operator in Need of Repair
- Exterior Access Doors not Securing
- Re-Key or S2 Issues for High Security Spaces or Where a Threat Exists
- Non-Compliance with Regulatory Standards

Plumbing Shop

- Gas Leak or Gas Odor
- Sewer Back Up or Sewage Odor (Also notify EH&S)
- Flooding
- Severe Leak

Utilities Department

- Fire Alarm
- Fire Suppression System in Need of Repair
- Fire / Smoke Detection System in Need of Repair
- Fire Alarm Sounding
- Panic Button or Burglar Alarm Needs to be Reset
- Water Break or Steam Leak Outside of Buildings

Priority 2 – Urgent (Mission Critical / Critical System):

These are either critical issues that, if not addressed promptly, would negatively affect operations or business continuity (people cannot do their job until the repair is made), or are for systems or equipment identified as critical because they protect artifacts or research. While not as immediate as Emergency work, these tasks must be completed quickly to prevent operational downtime or damage to artifacts or research.

Characteristics:

- Systems or Equipment Identified as Critical
- Impact on Mission-Critical Operations
- Significant Risk To Productivity Or Operational Capability

Mission Critical Examples

- Police Vehicles in Need of Repair
- Grounds Equipment in Need of Repair
- Access Necessary for Custodians to Complete Work
- Event Support

Critical Systems

- Animal Laboratory HVAC Equipment
- Cadaver Rooms (DH 31 and DH 35A) HVAC Equipment
- MLK Vault, Beethoven Room, California Room HVAC Equipment
- Server Rooms Electrical or HVAC Equipment
- Power to Research Material Refrigerators and Freezers
- Built In Refrigerators and Freezers
- Sump Pumps
- Fume Hoods
- Uninterruptible Power Supply (UPS)

Priority 3 – Customer Satisfaction Escalation:

This priority shall only be assigned by a Facilities Development and Operations MPP as a result of monthly customer meetings. This priority is meant to escalate a work order that would normally be classified as non-urgent, but that the customer has communicated is important for their department.

Priority 4 – Routine:

Routine work orders are those that can be completed during normal working hours and do not pose immediate risks to safety or business operations. These tasks are typically non-urgent and can be scheduled based on available resources.

Characteristics:

- Non-urgent repairs
- Regular housekeeping or custodial tasks

Work Order Prioritization

Work orders are classified by their type to understand the nature of the task and its specific requirements. The types of work orders are as follows:

Do It Now (DIN): All Priority 1 and 2 work orders shall be classified as a DIN, with the following exceptions:

- Trouble Alarms – Trouble Alarms on Fire Alarm Systems shall be classified as Priority 1, as Fire Alarm Systems are regulated, but Trouble Alarms are considered less critical than Fire Alarms or Supervisory Alarms. Trouble Alarms shall be classified as a corrective work order.
- Asbestos Containing Floor Tile. Asbestos shall be classified as Priority 1 as asbestos is regulated, but it is not considered a safety hazard unless it is friable and can be classified as a corrective work order.

In addition, certain Priority 3 work orders shall be classified as a DIN, as listed below.

Auto Shop

- Break Downs (Local)
- Flat Tires
- Dead Battery

Carpentry Shop

- Severely Damaged Walls
- Roof Leaks (Top Floors)

Custodial Department

- Lights Out in Rooms
- Floor Spill
- Overflowing Garbage

Electrical Shop

- Lights Out in Corridors, Stairwells, or Exterior of Buildings
- Equipment Failure
- All Lights Out in Space

Grounds Department

- Broken Sprinkler Fixture
- Sprinkler System Disrupting Event
- Dead Pests
- Outside Garbage or Feces

HVAC Shop

- Indoor Temperature Below 68 °F or Above 78 °F
- Loss of Ventilation
- Loud Noise from Mechanical Room
- Water Dripping from HVAC Equipment
- Failure of Exhaust from Shower Rooms or Garbage Rooms
- Failure of Compressed Air or Vacuum System

Lock Shop

- Broken Keys Located in Doors Needing Repair
- Student Unable to Gain Access to Living Space
- Resident Room Locks Not Securing
- Hanging Door Closer
- Classroom Unlocks

Management

- Contractor Caused Damage

Plumbing Shop

- Leaks from Unknown Source
- Running Toilets or Urinals
- Dripping or Leaking Fixtures
- No Water Pressure to Building

Utilities Department

- Fire Alarm

Corrective: Tasks aimed at fixing existing issues or failures in systems, equipment, or processes.

Preventive: Scheduled maintenance activities to prevent future failures or degradation of systems or equipment. Preventive work orders are generated by the work order system and not by request.

New Installation / Demolition: Work involving the installation of new systems or equipment, or the demolition of existing systems, equipment, or structures.

Examples

- Installation or removal of lighting or receptacles
- Installation or removal of a new piece of equipment
- Installation or removal of a white board

Non-Maintenance: Tasks unrelated to maintaining or repairing equipment, such as administrative or operational activities.

Examples:

- Event Support
- Moving and Recycling Services
- Delivery or staging of supplies or tools
- Attendance at an event for which a work order is created to track time.
- Administrative tasks for which a work order is created to track time.

Custodial: Routine or project related cleaning tasks.

Warranty Work: Tasks required to address issues covered by a manufacturer's or contractor's warranty.

Permit Required: Work requiring a permit for legal, safety, or environmental compliance reasons.

Task Selection

Corrective WO Tasks are categorized into two basic types – Troubleshooting tasks and repair tasks. Repair tasks are categorized by system or building component. Select the appropriate task for the system or building component in need of work, or the type of work required (troubleshooting or repair). When a troubleshooting task is selected for the initial creation of the WO, the repair task will be added by the investigating shop when troubleshooting reveals the system or building component in need of repair.

PM Tasks are tasks used by the WO system to generate preventive maintenance. Do not select a PM task when creating a work order. Event support tasks are not grouped by shop. Events are grouped in the General Category (Gen-01 through Gen-04). Events requiring support by multiple trades will have the same task repeated with different trades selected.

Other WOs requiring multiple trades shall have tasks selected for each trade according to the trade's role in completing the WO. Check the Multi-Trade Work Order Box if applicable.

ASSOCIATED FORMS	
<i>Name of the Form</i>	

REFERENCE DOCUMENTS	
<i>Document Title</i>	
Title 8 §3396. Heat Illness Prevention in Indoor Places of Employment	
CSU Executive Order 987	
WHO Housing and Health Guidelines 2018, p. 34: 4 Low Indoor Temperatures and Insulation / 4.1 Guideline Recommendations	

VERSION HISTORY		
<i>Version</i>	<i>Approved By</i>	<i>Revision Date</i>
(1) Original	Jim Kari, Sr. Director Maint & Ops	N/A

FD&O's commitment to process improvement

FD&O is committed to continuous improvement and providing facilities, development & operations services to the campus. Every Administrative Directive, Standard Operating Procedure, Guideline, and Standard accepts feedback from customers, FD&O employees, and leadership to facilitate continuous improvement.

FD&O accepts feedback continuously and conducts reviews when a particular procedure receives substantial feedback and periodic reviews.

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