

SUBJECT: Computerized Maintenance Management System Requirements	Effective Date: 3/15/12	Policy Number: FSP 2012 FO0001	
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	Responsible Authority: Director, Facilities Operations		

APPLICABILITY/ACCOUNTABILITY:

This policy applies to all Facilities & Safety personnel who perform work on UCF facilities.

POLICY STATEMENT:

This policy establishes requirements for use of the Computerized Maintenance Management System (CMMS) work order system. The following requirements have been identified as “Mission Critical.” Failure to comply will be deemed “neglect of duty” and subject to disciplinary actions.

DEFINITIONS:

CMMS – Computerized Maintenance Management System
SOP – Standard Operating Procedure

POLICY:

COMPLETE COVERAGE

Effective immediately, all services provided or work performed on UCF assets will be documented on a work order. Such assets include, but are not limited to: pumps, compressors, fans, air handlers, energy recovery units, terminal boxes, VAV boxes, DX units, automobiles, chillers, variable frequency drives, distribution panels, and main disconnect panels. This includes work performed on all structural and infrastructure assets.

TIMELY CLOSING OF WORK ORDERS

Work is not considered complete until the paperwork is also complete. All labor and materials must be recorded on the work order phase, and the work order must be ready for billing within five (5) days of completion of the work unless awaiting vendor invoice. If a work order cannot be closed due to awaiting receipt of an invoice, the work order must be placed in the “Waiting on Invoice” status. When the invoice is received, the total invoice amount, invoice number, and invoice date will be placed on the work order under the “External Charge” section. In general, the SOP for work order priorities provides acceptable timeframes for each phase priority.

The Phase Time by Priority Report is a report on the performance of the unit in its entirety, as well as each person within the unit. The report is designed as a tool for management to use to evaluate the overall performance of the units; for senior superintendents and unit leaders to evaluate the performance of all personnel within their unit; for superintendents to

evaluate the performance of their shop supervisors; and for shop supervisors to evaluate the performance of their line personnel.

ORDERING MATERIALS FROM THE WAREHOUSE

All materials purchased from the warehouse must be initiated with a work order phase. There are no exceptions to this rule.

MATERIAL RECORDS

All materials used on a job will be recorded on the associated work order. This goes for all types of work orders, whether or not they are chargeable. It does not matter whether the materials are from truck stock, bench stock, central stores, or if the material was provided to you free of charge, it must be entered in the materials section of the work order.

COMPLETE DOCUMENTATION

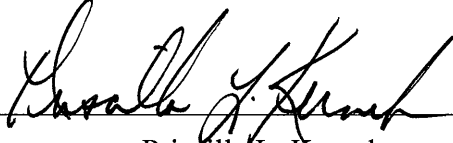
Work order closing statements must, at a minimum, provide information that addresses the following:

1. Detailed description of the actual problem;
2. Detailed description of actions taken to address the problem; and
3. A clear statement of how the problem was resolved.

Periodic audits performed by QA/QC shall evaluate the completeness of work orders and identify any deficiencies to these requirements. For deficiencies, management shall perform a root cause investigation to determine severity and likely cause, and will implement a remedy, including disciplinary actions.

In the case of documentation for work performed by contractors, a copy of the detailed invoice, including all material and labor, must be electronically attached to the work order phase. In addition, the totals for the work will be placed in the external charge section of the work order's phase, listing:

1. Invoice date;
2. Invoice number;
3. Invoice total; and
4. Description of service.

Approved By:	Date Approved:
 Priscilla L. Kernek Associate Vice President Administration and Finance Facilities and Safety	