



**ADMINISTRATIVE
POLICIES AND PROCEDURES MANUAL**

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**REVISION
1**

**PAGE
G2-110.0**

**SUBJECT
WORK ORDER SYSTEM**

SUB-TOPIC

WORK PRIORITIES

Priorities are assigned to all work requests according to their relative importance to University operations. Assignment of priorities is done by the Work Control Supervisor as work requests are received and is based solely upon the following criteria established for each priority:

EMERGENCY - Includes problems that create safety hazards, interrupt building operations, or seriously disrupt academic, administrative or University life. Examples are ruptured water lines, gas leaks, clogged sewers and electrical outages. Such problems require immediate attention.

HIGH - This priority involves any work which is less serious than emergency work, but requires repair with seventy-two (72) hours after the discovery of the problem in order to maintain normal University operations. Examples include repair of broken windows, certain office equipment and water fountains.

MEDIUM - This priority involves any work that is less serious than high priority. Completion can be expected within ten (10) days of receipt of the Work Request form, depending upon the availability of manpower and supplies. Examples include pulling computer cable, installing mini-blinds and installing keyboard drawers.

LOW - All institutional and departmental services not falling within the other categories. Scheduling is on a "first come-first serve" basis and completion can be expected within thirty (30) days of receipt of the Work Request form, depending upon the availability of manpower and materials. Examples include the repair of chairs, minor painting, minor construction projects and installation of electrical outlets.