



**ADMINISTRATIVE  
POLICIES AND PROCEDURES MANUAL**

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**SUBJECT  
WORK ORDER SYSTEM**

**SUB-TOPIC**

**PURPOSE AND SCOPE**

The basis of the Physical Plant's maintenance and service operations is the Work Order System which:

- Receives all work requests,
- Initiates action on the requests, and
- Directs the project through to completion.

This system is a continuing effort providing rapid response, greater efficiency, smoother coordination and accurate maintenance/service records, resulting in more economical management of Physical Plant resources. The system has a sufficient degree of flexibility built into it which allows the handling of priority work as it is received (see "Work Priorities," this section) and the attainment of Physical Plant objectives (to provide quality service at the lowest possible cost to the University).

A flow chart (see Exhibit G3) illustrates the Work Order System as it is described in this section. The Work Order System permits any UTD employee to initiate a Work Request form (see Exhibit G2) for maintenance, repairs, service calls or minor construction. If a requestor desires a cost estimate for a departmental project prior to start of the project, s/he should indicate this on the Work Request form. This procedure is detailed in the sub-topic "Request for Services," this section.