



**Facilities Operations
Policy Statement
OP-13
Work Request Issuing**

1. Background: It has come to my attention that work requests are being issued and thus placed into an "Issued and in Process" status without assigning anyone (typically a craftsperson) to the work request. In Archibus the thought behind this is that the PA can enter the craftsperson in Archibus when and if that craftsperson ever posts any time to that WR#. The latter part of this statement is the problem. Making the assignment by hand writing the employee's name on it and handing it to him/her has no tracking unless you immediately enter the assignment into Archibus. Using this technique leaves us with the same problems we had with the old system. The paper copy is lost and no one is aware of who was supposed to be working on the work request. To be fair to the person assigned we need to use the tracking available to us by making assignments in Archibus.
2. Purpose: To ensure assignment and accountability of work requests that are "Issued and in Process." To provide craftspeople, supervisors and managers the ability to review assignments quickly and easily.
3. Action: Supervisors, PA's, and other individuals placing a work request into an issued status shall assign at least one person to the work request. If the work request is for materials only, or external services, that person assigned shall be the person responsible for the material purchases or overall contract (Purchase Order) administration.

Supervisors shall immediately review all work requests using the new report "Review Work Requests without Craftsperson" and make an appropriate assignment, cancel or complete.

Supervisors shall review weekly to ensure "NO WORK REQUESTS" get issued without a person assigned. This report should come up empty every time you run it.

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Director