


AUSTIN PEAY STATE UNIVERSITY
POLICIES AND PROCEDURES MANUAL

Policy Number: 4:003	Supersedes Policy Number: II:05:01
Date: August 1, 1986	Dated: August 2, 1982
Subject: Work Orders	
Initiating Authority: Vice President for Finance and Administration	SBR Policy/Guideline Reference:
Approved:  President	

General

The purpose of this policy is to establish procedures for initiating routine work requests (PPM 4:003:a) for Physical Plant services; e.g., maintenance, custodial, roads and grounds, heating, air conditioning, property movements, etc.

Final Authority

The Director of the Physical Plant has the final responsibility for approving, determining priority, and authorizing the work to be done. The Physical Plant Department will attend to requests for emergency service but will complete all appropriate forms for an after-the-fact approval by the Physical Plant Director in order to maintain records on all services provided.

Initiating Authority

Any person having responsibility for an area of University operations will have authority to initiate a request for service. All requests for routine services may be submitted directly to the Physical Plant Director. All requests for major services must be submitted to and approved by the initiating individual's supervisor(s). Final authority, before submission to the Physical Plant Director, shall be limited to the President, Vice President for Academic Affairs, Vice President for Development, Dean of Students, Vice President for Finance and Administration, or Executive Assistant to the President. In case of emergency maintenance, the person discovering the problem should call the maintenance office directly (648-7456), and report the emergency.

Maintenance Types Defined

Routine Maintenance: The normal up keep and repair required to maintain the facility in its original condition, function or capacity, including housekeeping operations and utility services. Examples include: Painting, plastering, servicing doors and windows, including locks, latches, screens, panes, doorstops, tracks, etc.; floor tile, or carpet replacement or repair; servicing air conditioners and heaters, including thermostats; light fixture repair and/or replacement; servicing all bathroom fixtures and appliances (a clogged toilet will require a routine maintenance work order unless the valve is stuck and the toilet is continually overflowing); wall vent repair; furniture repair or replacement; and routine electrical and plumbing service. All persons occupying a building should be familiar with the location of circuit-breaker panels. In case of electrical failure, this panel should first be checked and any blown circuit reset. The maintenance department should not be called or contacted for such service. However, if the circuit continues to break, an emergency maintenance work order should be telephoned to the Physical Plant Director by the supervisor of the facility involved.

Major Maintenance: Any addition to or alteration of existing structure or location of facilities and/or equipment. Examples include adding room partitions, lowering ceilings, adding doors or windows, relocating plumbing or electrical service, building shelving, etc. All major maintenance must be requested by a department head or supervisor.

Emergency Maintenance: Any maintenance where a problem, if not corrected immediately, will result in damage to the structure, facility, or equipment or could endanger personnel. Examples include: broken water lines; smoking electrical circuits or appliances and equipment, etc. As stated earlier, the person detecting the emergency problem should immediately assume the responsibility for notifying the Physical Plant (phone 648-7456) or the Public Safety Department (phone 648-7786) during non-working hours. These offices will only accept phone orders for emergency service. The exact nature and location of the maintenance emergency should be identified when it is reported in order to assist the maintenance staff in making prompt responses.

Custodial Services Defined

The primary services performed by the custodial staff are as follows: all cleaning; all moving; campus mail service; set ups for special meetings or convocations. Pianos will not be moved by Physical Plant personnel.

Requests for services must be received a minimum of 72 hours prior to the event to allow scheduling of the workload. Late

requests, if fulfilled, may result in charges to the requesting department to the extent overtime pay and other added costs are incurred.

Shipping and Receiving Services Defined

The Shipping and Receiving Department will receive, inspect, and deliver freight and UPS packages. Shipping services will be provided upon request by work order.

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ROUTINE WORK ORDER

TO : _____ Director of Physical Plant
FROM: _____ Department Head or Supervisor
DEPT: _____ DATE: _____

Please have the following items attended to as soon as possible (give building name, room number, person to contact, phone number and account to charge if applicable):

Approved: _____ Date: _____
Director of Physical Plant

Work Order No. Assigned: _____ Priority: _____

FOR PHYSICAL PLANT USE ONLY
(List materials and labor in space below)

Date work completed _____

Total Project Cost _____

_____ Cost of Labor

_____ Cost of Materials

_____ Charged directly to Account

Work completed by