Facilities Maintenance Work Order Procedures

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Revision 2

Approved by [redacted]

Stations

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Active Divisions/Departments

FEMC

Raytheon Polar Services Company

Facilities, Engineering, Maintenance, and Construction (FEMC)

Contract No. OPP 0000373

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Purpose

The purpose of this procedure provides a general overview of Work Orders employed at the Stations, the uses of each category, and the procedures involved for requesting different forms of work.

Scope/Applicability

The FEMC Work Order Planner utilizes this procedure on a daily basis, but it also applies to anyone who requests a Work Order from FEMC. However, due to the decreased population and smallness of Palmer Station there is an abbreviated version of the work order process.

Terms and Definitions

Facilities

Facilities are defined as – buildings, structures, and all installed equipment.

Responsibilities

FEMC

Work Order Supervisor

He/she is responsible for managing the work order procedure.

Work Order Planner

He/she is responsible for processing work orders.

Maintenance Coordinator

He/she approves Non-Facilities Requests.

Facilities Engineer

He/she processes Configuration Change Requests and submits them to the Facilities Manager for disposition.

Facilities Manager

He/she has oversight responsibility for the program.

Discussion

For this procedure “Facilities” is defined as buildings, structures, and all installed equipment. This includes the following: boilers, furnaces, air handlers, installed pumps, control and isolation valves; doors, windows, latches and hardware; outdoor and indoor plumbing and fixtures; electrical panels, lights, wiring, installed motors and control systems; fire detection panels and equipment, sprinkler, CO_2 and other installed extinguishing systems (excludes fire extinguishers); refrigeration/refrigerated equipment, and dining equipment.

Non-Facilities are items not installed in a building, or not associated with the normal function of the structure. Examples include recreational and gym equipment, and any specialized equipment purchased by a department for its unique use that is not required for the normal operation of the building.

There are two types of Work Orders:

Preventive Maintenance Work Orders

Preventive Maintenance Work Orders are generated weekly by the Work Order Planner based on the MAPCON Preventive Maintenance Program.

Service Work Orders

Service Work Orders written on a daily or as needed basis by the Work Order Planner as they are requested and approved. (Examples of Service Work Orders are: blanket, emergency, fabrication, repair, and routine.)

Procedures

Preventive Maintenance Work Orders

Preventive Maintenance Work Orders are generated on a schedule rather than by request. This process is detailed in the FEMC Work Order Generation Procedures. The Work Order Planner will generate PM's due and submit the work orders to the appropriate staff. PM Work Orders are returned to the work order planner when they are due whether they have been completed or not. If there are any problems with this process, the Work Order Supervisor or Maintenance Coordinator should be notified. PM's that have not been completed should have the appropriate notation entered in the PWO field of the work order, and are tracked as to why the work order is unable to be completed.

Completed PM Work Orders are closed following the procedures detailed in the FEMC Work Order Generation Process.

Service Work Orders

There are two categories of Service Work Orders: General Maintenance Work Orders and Configuration Change Requests.

General Maintenance Work Orders

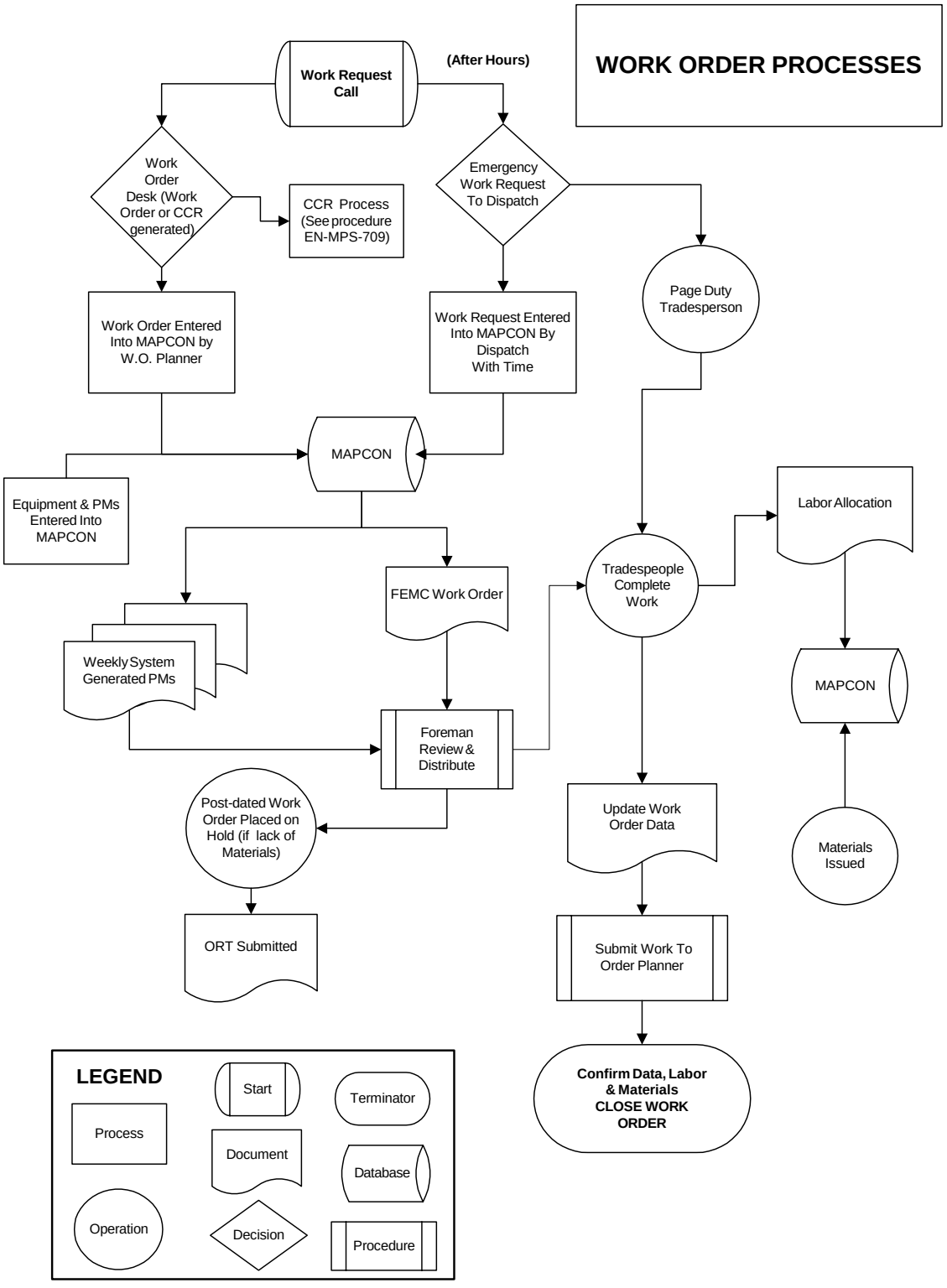
For repairs or maintenance to existing facilities the Work Order Planner automatically writes a Service Work Order upon receipt of a request. The request may be called into the Station Work Order desk.

Configuration Change Requests

For any modifications or additions to existing facilities, see procedure *Station Facilities Configuration Management Plan* (EN-MPS-709). The Work Order Planner receives the telephone request. If it is a phone request that is clearly a modification or addition rather than a repair to existing facilities (If there is any question about whether the request is a repair, or a modification, or addition, the Maintenance Manager should be consulted.), the Work Order Planner will direct the requestor to fill out and submit a Station Configuration Change Request (EN-MPS-709a) to the Facilities Manager.

All science requests are handled by the Science Construction Coordinator.

Work Order processes are diagramed on the following flowchart on the next page:


WORK ORDER PROCESSES
Work Request Call
(After Hours)
Work Order Desk (Work Order or CCR generated)
CCR Process (See procedure EN-MPS-709)
Emergency Work Request To Dispatch
Page Duty Tradesperson
Work Order Entered Into MAPCON by W.O. Planner
Work Request Entered Into MAPCON By Dispatch With Time
MAPCON
Equipment & PMs Entered Into MAPCON
Labor Allocation
Tradespeople Complete Work
FEMC Work Order
Weekly System Generated PMs
MAPCON
Foreman Review & Distribute
Post-dated Work Order Placed on Hold (if lack of Materials)
Update Work Order Data
Materials Issued
ORT Submitted
Submit Work To Order Planner
Confirm Data, Labor & Materials CLOSE WORK ORDER
LEGEND
Start
Terminator
Process
Document
Database
Operation
Decision
Procedure

FEMC Work Priority Guidelines

The priority list does not mean that all items at the top of the list must be complete before an item lower on the list can be started. The list is dynamic and FEMC has multiple resources. If AHU-1 in CSEC failed (priority 2) at the same time as a sea water stoppage in the aquarium (priority 3), maintenance mechanics would work on the air handler while plumbers and electricians would check the sea water pumps and pipeline. The higher priority would get precedence in personnel and material.

FEMC will repair non-installed equipment belonging to other departments if possible, but will do so based on FEMC priorities.

Priorities:

Life Safety and Environmental

A direct and immediate threat to health, safety, or the environment.

Examples: fire alarm, glycol spill, runway support, and a broken handrail on a stairway.

Major Equipment or Structural Failure

Will cause more damage to personnel, structures or equipment if not repaired.

Examples: boiler or furnace failure, heat trace failure, storm damage to a roof.

Direct Science Support

Research will be impacted if not completed.

Example: starting seawater flow to CSEC Aquarium.

Preventative Maintenance of Installed Equipment

Part of the scheduled PM program.

Example: quarterly PM of boilers.

Minor Installed Equipment Failure

Will not cause more damage if not repaired.

Examples: one pump of a redundant pair has failed, thermostat adjustment, exhaust fan noisy.

Repair of Non-installed Equipment

Service work orders for broken items.

Examples: broken vacuum cleaners, exercise equipment, furniture.

References

Station Facilities Configuration Management Plan (EN-MPS-709)

Station Configuration Change Request Form (EN-MPS-709a)

Records

See the “Station Configuration Change Request Form” under the FEMC/MPS tab of the *FEMC Records Management Table* (EN-D-226a).