WORK ORDER MANAGEMENT PROCESS
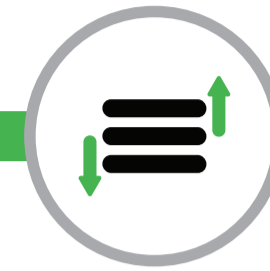
WORK REQUEST APPROVAL

An administrator reviews incoming work requests and determines there is a need for maintenance assistance. The work request is approved.

WORK ORDER CREATION

A work order is created from an approved work request, on–the–fly by the maintenance team, or automatically from a CMMS.
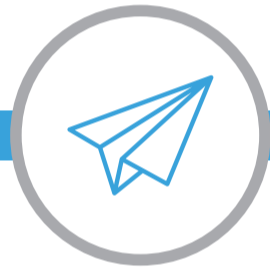
PRIORITIZATION

The work order is assigned a priority based on the urgency of the work or criticality of the asset.

SCHEDULING

The work order is scheduled based on its priority and the availability of the necessary parts, tools, labor resources, and access to the asset.

DISTRIBUTION

The work order is given to the labor resource responsible for performing the work.

ASSIGNMENT

The work order is assigned to a technician or service provider based on their skill level, availability, and the complexity of the work.

EXECUTION

The labor resource performs the tasks listed on the work order.

DOCUMENTATION

The labor resource records exactly what tasks were performed, how much time was spent, what parts were used and how many, and other relevant information.

CLOSURE

The work order is closed when the work is complete and all required information has been documented. Additional "open" work orders can now be addressed.

ANALYSIS

Administrators analyze historical work orders to track key performance indicators (KPIs) and continuously improve the work order management process.

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