

Standard Operating Procedure (SOP)

Work Order Request and Assignment Procedures

This SOP details the **work order request and assignment procedures**, covering the process for submitting work order requests, evaluating and prioritizing tasks, assigning work orders to appropriate personnel, tracking progress, and ensuring timely completion. The goal is to streamline workflow management, enhance communication, and ensure efficient use of resources for all maintenance and operational tasks.

1. Purpose

Define the process for requesting, evaluating, prioritizing, assigning, and tracking work orders to ensure efficient completion of maintenance and operational activities.

2. Scope

This procedure applies to all personnel involved in maintenance and operations within the organization.

3. Responsibilities

- **Requestors:** Submit clear and complete work order requests.
- **Supervisors/Managers:** Review, prioritize, and assign work orders.
- **Assigned Personnel:** Complete assigned work orders and provide status updates.
- **Administrator/Maintenance Coordinator:** Track and archive completed work orders.

4. Procedure

1. Work Order Request Submission

- Requests are submitted via the work order management system, email, or standardized form.
- Requestors provide detailed information, including:
 - Location
 - Nature of the issue or task
 - Urgency level
 - Contact information

2. Evaluation and Prioritization

- Supervisors review incoming requests daily.
- Requests are evaluated based on:
 - Urgency (e.g., safety concerns)
 - Resource availability
 - Impact on operations
- Assign a priority level (Emergency, High, Medium, Low).

3. Assignment

- Work orders are assigned to qualified personnel based on skillset and workload.
- Assigned personnel are notified via the management system or direct communication.

4. Tracking Progress

- Personnel update status (In Progress, On Hold, Completed) in the system for each assigned work order.
- Supervisors monitor progress and provide support as needed.

5. Completion and Closure

- Upon completion, assigned personnel submit a completion report (actions taken, materials used, final status).
- Supervisors verify the completion and close the work order.
- Completed work orders are archived for future reference and analysis.

5. Documentation

All work order requests, status updates, and completion reports are to be recorded in the work order management system or retained as per company policy.

6. Review and Continuous Improvement

- Regularly review completed work orders for patterns or recurring issues.
- Solicit feedback to improve the request and assignment process.
- Update procedures as necessary for efficiency and effectiveness.

7. Work Order Priority Matrix (Example)

Priority	Description	Response Time
Emergency	Immediate risk to safety, security, or significant business impact	Within 1 hour
High	Serious issue impacting operations, but not an emergency	Within 1 business day
Medium	Routine maintenance or non-urgent requests	Within 3 business days
Low	Minor issues, preventive tasks, improvements	Within 7 business days

8. References

- Work Order Management System User Guide
- Company Maintenance Policies

9. Revision History

Version	Date	Description	Author
1.0	2024-06-10	Initial release	[Author Name]