

SOP: Work Order Reception and Review Procedures

This SOP details the **work order reception and review procedures**, encompassing the systematic approach to receiving, documenting, and evaluating incoming work orders. It ensures accurate assessment of work requirements, prioritization based on urgency and resources, verification of completeness and clarity, and effective communication between departments. The procedure aims to streamline workflow, minimize errors, and enhance operational efficiency by establishing clear guidelines for timely and thorough review of all work orders.

1. Purpose

To establish a standardized process for the reception and review of work orders in order to ensure accurate documentation, prioritization, clarity, and effective communication among departments.

2. Scope

This SOP applies to all staff involved in creating, receiving, reviewing, and processing work orders across all departments.

3. Responsibilities

- **Work Order Originator:** Completes and submits work order forms with all necessary information.
- **Reception Staff:** Receives incoming work orders and logs them into the appropriate tracking system.
- **Review Team:** Evaluates work orders for completeness, clarity, feasibility, and urgency.
- **Supervisors/Managers:** Monitor compliance with this SOP and resolve escalated issues.

4. Procedure

1. **Reception of Work Orders**
 - Receive incoming work orders via designated channels (email, online portal, physical form, etc.).
 - Date-stamp and assign a unique reference number to each work order.
 - Record order details in the work order tracking system.
2. **Documentation and Initial Review**
 - Check all required fields are completed (requestor info, description of work, location, urgency, resources needed, etc.).
 - If incomplete, return to originator for correction; if complete, proceed to review.
3. **Assessment and Prioritization**
 - Evaluate the work order for accuracy, clarity, and feasibility.
 - Assess urgency and resource requirements.
 - Assign priority level (e.g., Emergency, High, Medium, Low).
4. **Communication and Clarification**
 - Communicate with the originator for any required clarification.
 - Ensure all relevant departments are informed of pending and approved work orders.
5. **Final Approval and Distribution**
 - Obtain necessary approvals as per company policy.
 - Distribute approved work orders to responsible departments/teams.
6. **Recordkeeping**
 - Maintain records of all received, reviewed, and processed work orders for audit/control purposes.

5. Documentation

- Work Order Form
- Work Order Tracking Log/System
- Communication logs/correspondence
- Approval records

6. Revision and Review

This SOP should be reviewed annually or as needed to ensure its continued effectiveness.

Version	Date	Description of Change	Approved By
1.0	2024-06-07	Initial creation	_____