



STANDARD OPERATING PROCEDURE

DEPARTMENT:	Business & Admin. Services	TITLE:	Maintstar Work Order Requests
PURPOSE:	<p>The purpose of the work order procedure is for faculty, staff and administrators to be able to submit a request to correct and/or repair maintenance problems or safety hazards that has been identified on campus.</p>		
PROCEDURE	<ol style="list-style-type: none"> 1. Identify problem 2. Send email to the Facilities Staff in the Business Office explaining the issue/condition and requested deadline. Please include the following information: <ol style="list-style-type: none"> a. LOCATION (building and room number) b. WORK TYPE (Improvements, Maintenance, Safety, Repair or Other) c. CONTACT INFORMATION (Name, Department, Phone Number) 3. Work Orders are generated via the Maintstar system in the Business Office and submitted to the Physical Plant department to process or the Custodial department for processing depending on the request. A copy of the work order is e-mailed to the initiator for their records and/or for their follow-up. 4. When a work order needs additional information or is completed, either the Physical Plant or the Custodial department will inform the Business Office in order to relay the message to the initiator. 		



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KEY WORDS			
<ul style="list-style-type: none"> • Repair • Maintenance • Safety 			
DEFINITIONS AND ABBREVIATIONS			
<ul style="list-style-type: none"> • WKO – Work Order 			
RESOURCES			
Last Edits:			
Responsible:		Approved by:	
Date for Review:		File Ref:	
Previous Titles:			