



Administration and Finance

Operations Detail: Facilities Planning & Management - 07

ADMINISTRATION & FINANCE | FACILITIES PLANNING & MANAGEMENT

Work Order Prioritization

May 2023

1.0 PURPOSE

Work order prioritization serves the purpose of efficiently allocating resources and focusing efforts on tasks that have the most significant impact on overall productivity and operational objectives. Work order prioritization is an essential concept to optimize operations, enhance productivity, and achieve strategic goals efficiently. It provides a structured and rational approach to handling tasks and resources.

This operations detail is in alignment with Campus Strategic Plan Initiative 5, Objective 5.

2.0 BACKGROUND

Prioritization allows managers to distinguish between tasks that need immediate attention and those that have a higher significant impact on overall goals. It ensures that technicians work on tasks that align with strategic objectives and respond effectively to operational demands.

3.0 OVERVIEW

Work order prioritization is a systematic approach used to rank tasks based on their relative level of importance, urgency, and impact. The primary objective of work order prioritization is to ensure that the most critical and time-sensitive tasks are addressed first, optimizing the allocation of limited resources.

4.0 CITATIONS

[Cal Poly Pomona Strategic Plan 2017-2025](#)

[FPM Customer Service Process, Operations Detail #11-05](#)

[Base vs. Premium Service Priorities](#)

[Work Order Flowchart](#)

[SUAM Section IX, Energy Conservation and Utilities Management, 9170.01, #3](#)

[Customer Service Center](#)

5.0 PROCEDURES

Work Order Prioritization Criteria

All work orders are prioritized based on the following criteria:

- Life Safety, accessibility, and single points of failure with high consequences).
- Response to accreditation visits.
- Documented high-impact practices for student success involving facilities.
- Grant-funded projects with external deadlines.
- Planned, programmed renovations of substantial portions (exceed 25 percent) of building and associated deferred maintenance.
- Renovations of small areas (less than 25 percent) in building and associated deferred maintenance.

Priority Levels

Priority levels determine the order in which work orders will be addressed.

Priority Level 1 – Emergency Request (Life Safety, Hazard to Health or University Property)

Emergencies are situations that pose an immediate threat to personal health/safety or major damage to a building/structure. Emergencies include, but are not limited to the following:

- Conditions that affect the safety or health of members of the campus community.
- Conditions that immediately affect the performance of academic, student, or administrative functions (e.g., elevator malfunctions, smoke alarms, loss of power, continuous leaks that may result in damage to a facility).
- Security issues (e.g., doors that cannot be secured, broken window, etc.).

Emergency requests receive the highest priority ranking and will be addressed *within 24 hours*. If an immediate repair is not feasible, the affected department will be notified of the estimated time of repair and any temporary loss of services required to address the issue. After business hours, Public Safety will need to be notified, and a representative from the applicable shop will be dispatched. If the situation has been temporarily addressed but not completely resolved, the work order may be re-prioritized as an urgent priority status.

Priority Level 2 - Urgent Request

Urgent Requests are situations that severely impair but do not hinder operations. Urgent requests are life safety issues that include, but are not limited to the following:

- Ceiling repairs
- Minor flooding/water intrusion
- Unsecured doors
- Obstruction of walkways/roads
- Resetting of circuit breaker

An urgent request is important in nature but may not qualify as an emergency. These situations will be addressed within 72 hours. If an issue has not been completely resolved, the work order may be re-prioritized as a Routine work order.

Priority Level 3 - Routine Request

Routine requests are typically service requests for general maintenance repairs. Routine requests include, but are not limited to the following:

- Lighting issues; fixture outages
- Painting requests
- Plumbing repairs to maintain regular operations (e.g., replacement of toilet seats or paper towel dispensers)
- Comfort calls

Routine requests are considered important in nature but do not qualify as an emergency or urgent request. These types of requests are reviewed and scheduled within 24 hours of service request submission. The work is typically completed within a two-week period. All major repairs should be scheduled in advance to ensure availability of materials and resources.

Priority Level 4 - Unplanned Work Request

Unplanned work requests are service requests that are initiated directly to FPM technicians while they are out in the field and are not scheduled through the Customer Service Center.

Examples of unplanned work include, but are not limited to the following:

- Furniture is found in the hallway unattended or unannounced.
- A technician is performing a task in a building and discovers damage to the building/property (e.g., fallen ceiling tile, broken door handle, hole in the wall, broken irrigation line).
- A technician is approached while out in the field and asked to perform an unscheduled task (e.g., remove a broken key in a lockset).

An unplanned work request will be completed within 72 hours from time of request depending on the availability of the technician, parts, or supplies needed to resolve the issue. If the issue is not resolved within 72 hours, the work order will get re-prioritized to an urgent request.

Priority Level 5 - Scheduled Maintenance (Preventative Maintenance)

Scheduled work is defined as maintenance services that are required by law, code, or CSU Policy to ensure that the physical infrastructure is safe, effective, comfortable, and efficient.

Examples of scheduled maintenance work include, but are not limited to the following:

- Preventative maintenance
- Replacement/repair of fume hoods
- Fuel station inspections
- Replacement/repair of DX units
- Replacement/repair of motor controls
- Replacement/repair of air compressors

Maintenance work will be scheduled within 30 days from the day the request was submitted.

Priority Level 6 - Deferred Maintenance

Repairs to assets and infrastructure that are delayed or rescheduled within 30 days are categorized as deferred maintenance. These work orders are prioritized based on safety, cost to maintain, aesthetics, and operational efficiency.

6.0 DEFINITIONS

Priority Level

The priority level is based on several factors that assess the importance, urgency, and impact of the task on the overall functioning of the facility.

7.0 CONTACTS

This operations detail is owned, administered, interpreted, and revised as necessary by [Facilities Planning & Management](#).

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8.0 REVISION TRACKING

Revision History

Revision Date	Revised by	Summary of Revision	Section(s) Revised
4/26/23	Jeffrey Beal Sr.	Initial Draft	All
05/23/23	Natalie Schroeder	Revised/Edited for Clarity	All

Review/Approval History

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07/31/23	Vanessa Garcia	Final Draft	All
01/22/24	Kelly Pina	Final Draft	All
02/01/24	Matthew Whinery	Final Draft	-