



ADMINISTRATIVE PROCEDURES

SUBJECT: Work Requests and Work Orders

A work request is initiated whenever there is a need to repair or maintain the fabric of the building or a service is required by the Plant Department. The work order is generated after the work request has been reviewed by the Plant Department to determine the necessary course of action. Refer to Appendix A for the work order process flowchart.

The software that the Lambton Kent District School Board uses for tracking and maintaining records of work orders is named Megamation. Refer to Appendix B for instructions of how to initiate a work order. Refer to Appendix C for a description of how to view and create work order reports online.

Types of work orders are listed below along with their Megamation abbreviations:

1. H&S – General Health and Safety
2. HSI – Health and Safety Inspection
3. PM – Preventative Maintenance
4. PMI - Preventative Maintenance Inspection
5. REN/REP – Renovate or Repair
6. VAND - Vandalism
7. WAR – Warranty Repair
8. BUDGET – Identified in the Maintenance Forecast Plan
9. DEL - Delivery
10. EMERGENCY – Emergency work requiring immediate attention
11. ENV – Environmental work

When to initiate a Work Request:

1. When the work falls outside of the scope of work typically performed by the custodian for minor maintenance repair etc. **Refer to the online custodial manual found through the Boards website.**
2. When there is a need to make a repair or an alteration to the facility
3. For delivery of non-hazardous goods or materials within a facility or to/from any facility. For hazardous materials contact the H&S Department
4. For any non life threatening emergencies like a flood or boiler failure or power, water or gas outage (i.e. utilities), broken windows, etc. Please follow-up with a phone call to the Plant Department for any of these emergency types.

Roles and Responsibilities:

Principal or designate: Submits or initiates a work request online. Reviews work orders through the use of Megamation to ensure that proper knowledge of any work activities are known at the school. May at times validate work completion either by signing a copy of a work order or purchase order or by replying to a phone call or email from the Plant Department.

Custodian: Performs minor maintenance that is within the scope of their work and job description after reviewing the asbestos plan when necessary. Reviews all work orders for their school site daily using Megamation. Discusses the status of these work orders or initiates a work request as directed by the Principal and/or Supervisor. Discusses with the Supervisor or Principal, any building conditions that may affect the health or safety of the occupants or for anything that they are unsure of with regards to maintaining the integrity of the building.

Supervisor of Maintenance: Reviews all submitted work requests and creates a work order by either scheduling the work for Board maintenance staff or initiates a purchase requisition for the work to be done by an outside Board approved contractor. May at times revise the scheduled completion date depending on the lead time of parts ordered for a particular job.

Note: The contractor must follow the Boards contracted services program and be entered on the list shared by both the LKDSB and the SCCDSB before they can be used for contracted services. They also must wear an identification badge issued by the Board while performing work at any school site. **Refer to the Contracted Services Program Procedure on the Boards Website for more details.**

Building Services Secretary: Prints work orders and updates or revises the status of all work orders in the database. Makes phone calls to investigate the status or work orders and answers questions regarding the status of work orders.

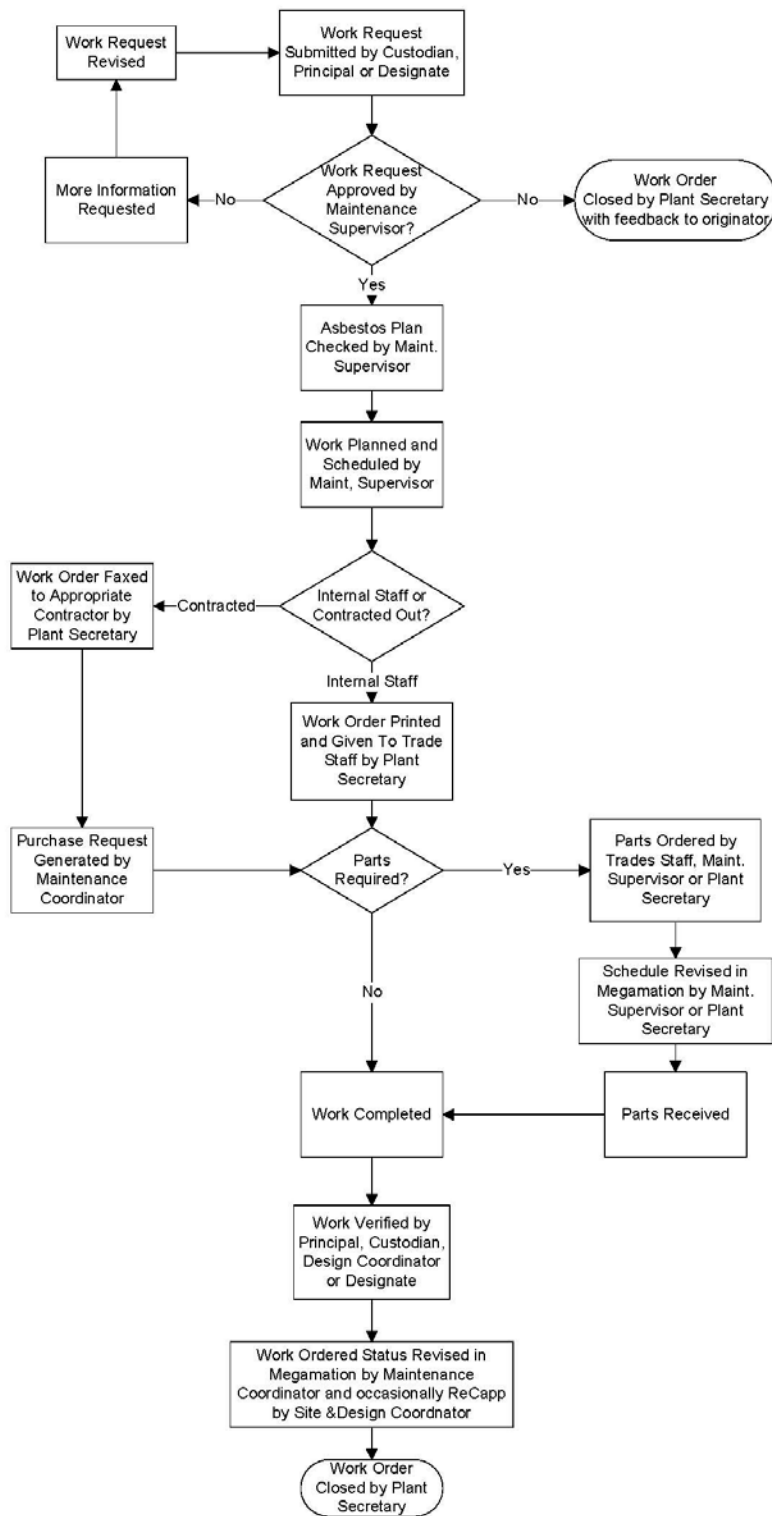
Coordinators of Design or designate: Validates workmanship and completeness at times to Board Standards and specifications. May at times need to make updates to the ReCapp database.

Note: Absolutely, no staff is allowed to touch or alter the fabric of the building unless authorized to do so by the Plant Department after the asbestos plan has been reviewed.

This is required to ensure the health and safety of all people and to meet any government regulation. For instance, there are many designated substances that are regulated by the government and may pose a health hazard if adversely disturbed such as asbestos or lead. If you have any questions or doubt about something, please call your Supervisor of Building Services for assistance.

Appendix A

Work Order Flowchart



Appendix B
How to Enter a Work Order Using Megamation

1. Open the INTERNET EXPLORER icon on your desktop. Contact your Building Services Supervisor, if this software is not installed on your computer.
2. Enter, in the address line – <http://142.176.4.6/lambton.htm> (if not on your desktop.)
3. Click on the bar that reads, “Click here to enter **MPC**”
4. Enter on the Login screen – User name – lkdc (custodial use) or lkd (principal use) followed by the school number (i.e. lkdc239)
Password – “each site will create their own”
5. You can now move around the different screens. Enter a work request, search and view a work request, search and view projects. Each screen allows user to narrow their search by setting up different search parameters. Use the “**CAPTION BUTTONS**” (top left corner of screen) to minimize and maximize your screen settings. The scroll bars on the right and bottom of the screen will also allow user to move work order on screen.
6. The system is set to default at start up, to always go to the work request screen with your school location filled in the fields.
 - a. To enter a work request click on the icon “**ENTER A NEW WORK REQUEST**”. **NOTE**: If the work order applies to Health and Safety, the work order number should be indicated on the Health and Safety Inspection sheet.
 - b. Indicate type of request by clicking in the description field and making a selection.
 - c. Fill in your name in the space “**SUBMITTED BY**”
 - d. Complete the field “**WORK REQUEST DESCRIPTION**”
 - e. Click on the button “**SUBMIT**” to send work request. Only need to hit submit button once.

Note: You must complete the “**BOLD** fields in order to submit a work request.

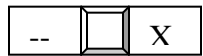
7. To exit program, use the EXIT icon on screen. Remember to **DISCONNECT WHEN NOT USING** the program.

Work Requests and Work Orders

Procedure No. A-BU-526-09

EXAMPLE OF WORK REQUEST SCREEN

Caption Buttons



Maintenance Request

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Work Request Entry

Controls with a **Bold** label must be filled before the work order can be saved.

Type of work requested

WO #: NEW

School: 116 - JOHN MC GREGOR SECONDARY SCHOOL

Date: 2001-02-20

Time: 01:01PM

Type of Request: (REP) REPAIR

Status: (I) Initiated

Priority: []

Your name

Submitted By: []

Equipment: 116 - JOHN MCGREGOR SECONDARY SCHOOL

Work Request Description:

[Large text area for description]

Submit | Reset | Print | Close

Click here to send work request to Building Services

Fill in this space the work requested to be completed

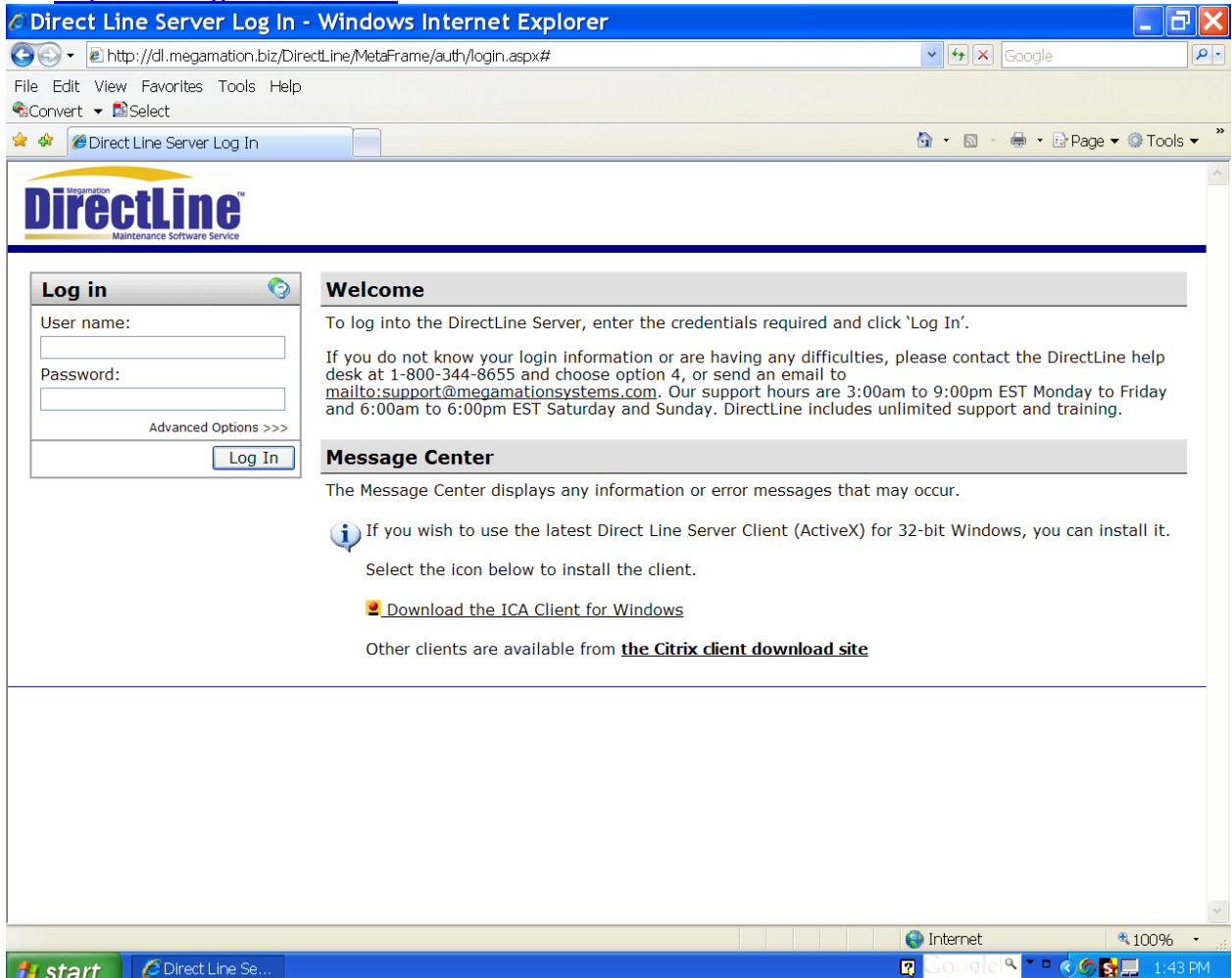
http://142.176.131.20/C01-BIN/OrigI.exe/INET_LAMBTON_WO_PRE?KEY=6758811&ID=2/20/01

Scroll Bars

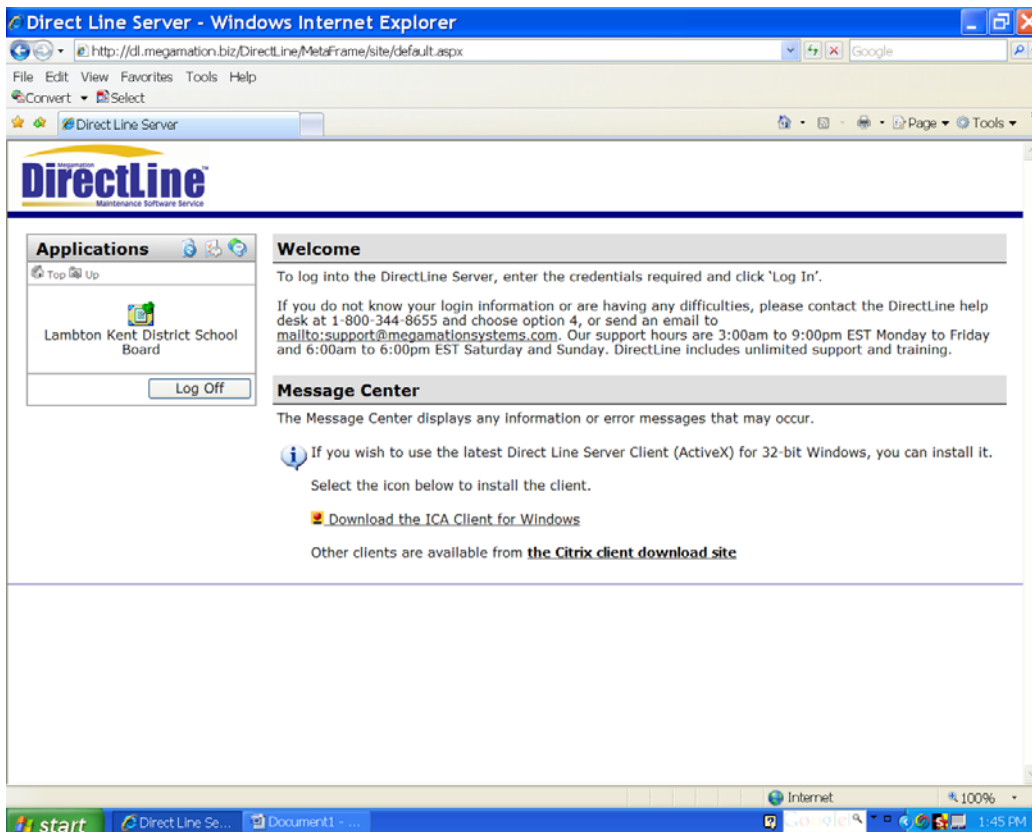
Appendix C Instructions for Analysing and Creating Work Order Reports

Getting Started:

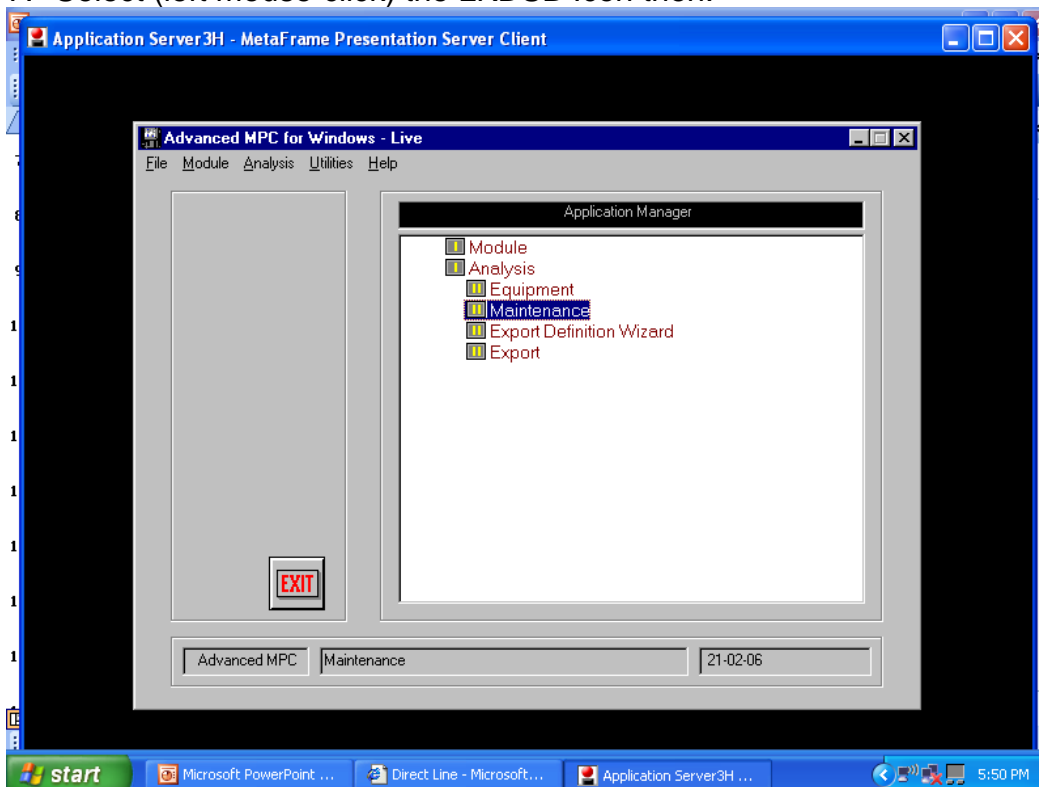
1. Open Internet Explorer
2. In the browser address line type the following web site location:
3. <http://dl.megamation.biz/>



4. Fill in assigned User Name
 - a. E.g.: lambton-lkdhs--- (Secondary Schools)
 - b. E.g.: lambton-LKDHS--- (Elementary Schools)
5. Fill in assigned Password
 - a. E.g.: lkdhs--- (Secondary Schools)
 - b. E.g.: LKDHS--- (Elementary Schools)
6. Note: --- is the school ID number
 - a. (i.e. 111 – AMSS, 211 – AA Wright, etc.)

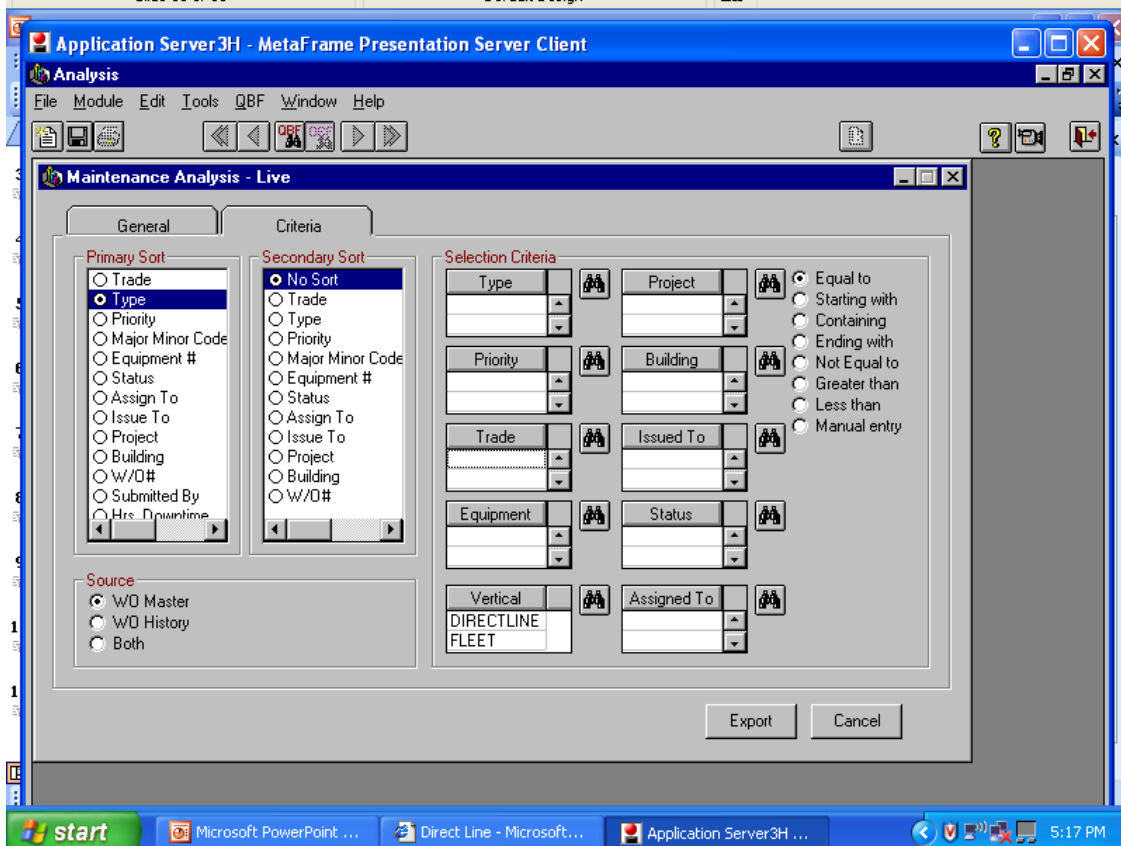
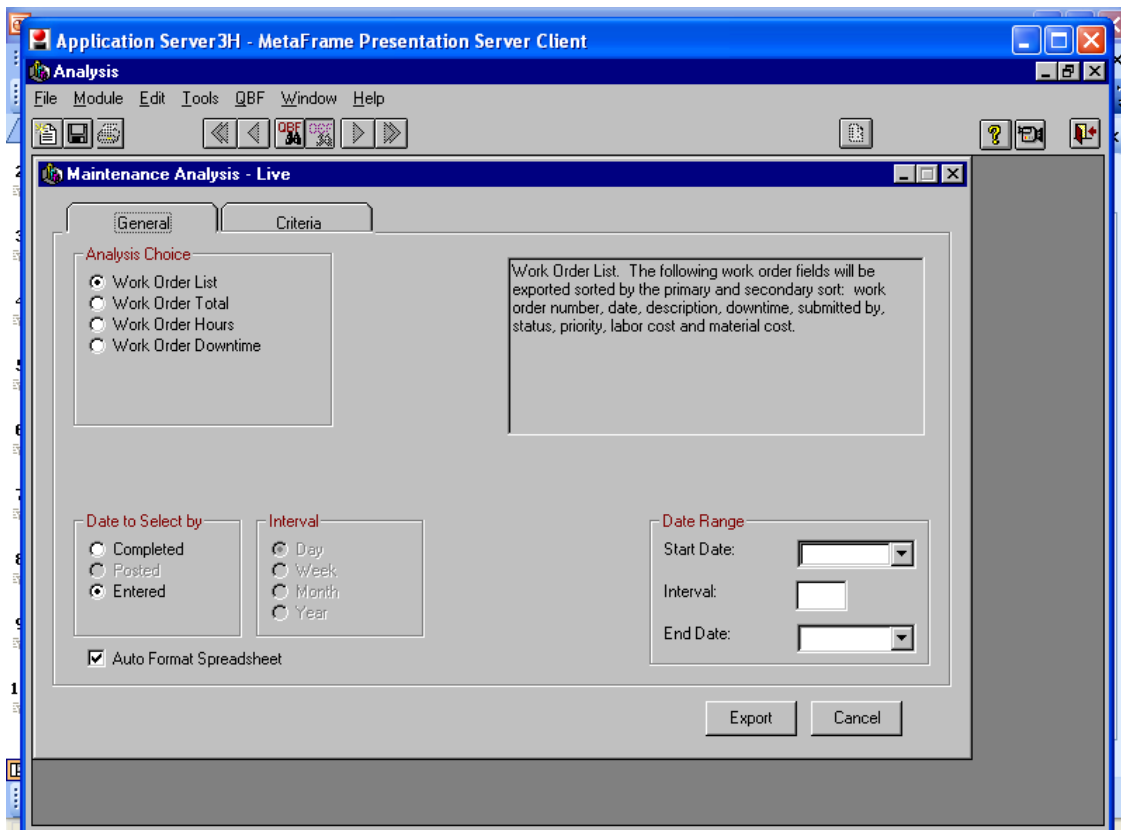


7. Select (left mouse-click) the LKDSB Icon then:



8. Select the - Analysis Tab

9. Select the - Maintenance Tab



10. Select the – General or Criteria Tab to continue with the analysis of your choice

For a general listing of work orders at your school:

1. Under 'General' tab, select date 'entered' & Select date range
2. Under 'Criteria' tab select primary sort, 'W/O #' & 'Type' for secondary sort
3. Select all options for 'Type' & 'Status' using the binocular icon (note: both open & closed w/o's are listed in this example)
4. Select your 'Building' code the same way
5. Select 'Export' to start the analysis

For a list of H&S work orders at your school:

1. Under the Criteria tab – select 'Type' for primary sort
2. Under Selection Criteria – choose item 'HSI' or 'H\S' which for instance relate to Health & Safety using the 'binocular' icon
3. Select your 'Building' code the same way
4. Select the 'Status' of the work order for instance 'S' for 'Scheduled'
5. Select the 'General' tab and establish your date parameters
6. Select 'Export' tab in lower right corner

Closing and Logging Off:

1. To close the software just select the 'X' in the top right corner of the open window
2. On the last screen, select 'OK' to disconnect from the application server

Implementation Date: June 2, 2009

Reference: Board Policy & Regulations
Board Administrative Procedures: A-BU-513-02, A-BU-507-07,
A-BU-523-07, A-OP-429-03, and A-OP-432-03.
Occupational Health and Safety Act
Ontario Regulation 278/05 (Designated Substance – Asbestos)