

Work Order Priority Definitions

Priority 6 - Scheduled Projects:

Projects that are scheduled during certain times of the year at the respective location. Completion should be within twenty-one (21) workdays from the creation date.

Priority 7 - Routine Work Order:

Non-emergency, non-urgent work requirements. Completion should be within seven (7) workdays from the creation date.

Priority 8 - Urgent Work Order:

Defined as serious situations or circumstances that do not meet the definition of an emergency; however, if left unattended, could result in damage, or create an unpleasant or harmful environment for occupants. Examples would be lack of air conditioning or heat in an entire hallway or floor of a building, lights out in an entire building or a serious roof leak causing flooding in a particular area. Completion should be within two (2) workdays from the creation date.

Priority 9 - Emergency Work Order:

Emergencies are defined as situations or circumstances that would *endanger personnel, severely damage the facility, or suspend operations*. Some examples include **a power outage, no heat or air conditioning within an entire facility, broken water line, a building that cannot be secured, etc.**

Emergencies should be called in to Maintenance first at 336-370-2386, then entered into Archibus. Completion should be within twenty-four (24) hours from the time of called in.