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| | RELATED ACA Standards 4-4218 | |
| CHAPTER: 13 Maintenance | SUBJECT: WORK ORDERS | |
| APPROVED BY THE COMMISSIONER AND EFFECTIVE THIS DATE: | | |
|  10/05/2015 | | |
| APPROVED FOR PUBLIC RELEASE | | |

I. AUTHORITY: 11 Del. C., §6517, §6504, 29 Del. C. § 8903

II. PURPOSE: To establish policies and procedures for the use of the Delaware Automated Correction System (DACS) work order system by Facilities Maintenance, Security, and all personnel requesting maintenance services.

III. APPLICABILITY: All Delaware Department of Correction (DOC) employees, volunteers, persons and organizations conducting business with the DOC.

IV. DEFINITIONS:

Maintenance Generated Work Order – Work orders created by maintenance staff to document a task, work or service performed in the absence of an emergency, regular or preventive maintenance work order

V. POLICY: It is the policy of the DOC to use the DACS maintenance work order system to record, manage, track and analyze the time, labor and materials required to maintain DOC facilities and institutions in the best possible condition. The DACS work order system will be used to manage information required to create work orders for routine, emergency, discretionary, preventive and uncategorized maintenance tasks. Work orders shall provide a complete, concise description of the problem or maintenance issue to be addressed by Facilities Maintenance. Facilities Maintenance shall address each work order according to standards established by DOC management. Facilities Maintenance shall develop procedures for the creation, approval, assignment, completion, and closing of maintenance work orders.

A. Preventive Maintenance Work Orders:

1. Preventive maintenance work orders are an integral part of DOC's program to maintain the structural, mechanical, electrical, architectural, and life-safety aspects of facilities and institutions and fulfill maintenance requirements established by manufacturers, suppliers, industry best practices, and environmental, operating and safety requirements specific to DOC.

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2. The DACS work order system automatically generates preventive maintenance work orders on a predefined periodic basis.
3. Regional superintendents or foremen-designees shall have the responsibility to establish, update and delete preventive maintenance work orders in the DACS work order system.
4. Preventive maintenance work orders shall be reviewed and approved by a regional maintenance superintendent or foreman and assigned to a Maintenance Mechanic for completion.
5. The reviewer/approver may use his or her discretion to postpone, cancel or void a preventive maintenance work order based on operational needs or other conditions.
6. When completed, preventive maintenance work orders shall be closed in DACS within 24 hours of completion.

B. Maintenance-Generated Work Orders:

1. Maintenance generated work orders shall not to be used as a routine way document work, but will be used to document work undertaken by a mechanic on the basis of unforeseen or unreported conditions that require immediate attention.
2. Maintenance-generated work orders may be entered into DACS after-the-fact (after the work has been performed) and do not go through the DACS review and approval process.
3. Regional superintendents or maintenance foremen shall validate and verify all maintenance-generated work orders.

C. Facility/Institution Staff Initiated Work Orders:

1. Facility or institution generated work orders shall be reviewed and recommended for approval or denial by a representative of the facility or institution that generated the work order.
2. A work order that has been reviewed and recommended for approval or denial by a representative of the facility or institution from which it originated shall then be routed by DACS to Facilities Maintenance for further action.
3. Facilities Maintenance regional superintendents or regional foreman-designees shall review and approve, deny, void, cancel or delay facility or institution-generated work orders.
4. If a facility or institution-generated work order is approved by Facilities Maintenance, it will be assigned to a mechanic for completion.

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5. If a facility or institution-generated work order is denied, voided, cancelled or delayed, the regional superintendent or foreman-designee shall communicate the rational and reason for the denial, voiding, cancellation or delay to the facility or institutional representative via email.
6. Regardless of action taken, after a work order has been reviewed and approved, denied, voided, cancelled or delayed, the regional superintendent or designee shall update the status of the work orders in the DACS work order system.
7. If a work order has been denied, voided, cancelled or delayed, the regional superintendent or designee will document in DACS the reason and rational for the action.

D. Assignment of Approved Work Orders:

1. DACS is programmed to automatically route approved work orders to the appropriate maintenance foreman.
2. Within two business-days after receipt of an approved, unassigned work order, the maintenance foreman shall review the work order and assign it to a maintenance mechanic.
3. Foremen shall assign work orders to mechanics on the basis of skills required to complete the work and in consideration of each mechanic's workload and other assigned duties.

E. Completion of Assigned Work Orders:

1. Each mechanic shall prioritize his or her assigned work orders on the basis of type (e.g. emergency, regular, preventive maintenance), age, and availability of tools or materials. Emergency work orders have the highest priority for completion and take precedent over older and other types of work orders. All reported maintenance emergencies will be verified by maintenance personnel within 90 minutes of the emergency being reported. If more than one maintenance emergency occurs, the emergencies will be prioritized and addressed according to their severity as determined by the maintenance superintendent. Work orders must be written by the reporting staff member following the initial report of the emergency to document all work being performed and to document the emergency occurrence. No emergency work orders should exceed 30 days to complete. If for an unforeseen reason an

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emergency work order exceeds 30 days to complete a justifications must be entered into DACS for the reasons of the delay.

2. Maintenance foremen may review each mechanic's open work order queue and reprioritize or reassign work orders to meet operational requirements.
3. When tasks required to close a work order have been completed, the work order shall be closed in DACS within 24-hours of completion.

F. Closing Work Orders:

1. Maintenance Mechanics shall close completed work orders in DACS within 24-hours of completion.
2. The following information is required to close a work order and must be entered into DACS:
 - a) Actual date and time work order completed.
 - b) Hours of work to complete all tasks associated with the work order.
 - c) Detailed description of work completed.
 - d) Whether overtime or callback hours were used to complete the work order (this information shall be included with the detailed description of work completed).

G. Work Order Verification:

1. Each week, regional maintenance foremen shall review open and closed work orders. The review shall focus on open work orders that have not been closed within 20 days of assignment to a maintenance mechanic and work orders closed in DACS the previous week.
2. If required, the regional maintenance foreman shall take appropriate action to ensure that work is completed and work orders closed as quickly as practical for open work orders that have not been closed within 30 days of assignment to a maintenance mechanic.
3. Each week, regional foreman shall select a subset of work orders closed in DACS the previous week and complete an on-site, personal review of work performed to close the work order. He or she will verify the quality of completed work and ensure that work performed was appropriate to close the work order. Work orders selected for review shall be representative of the difficulty, size, scope and complexity of work typically performed by Facilities Maintenance. If, on the basis of his or her review, the regional foreman determines that additional work is required, or if completed work has to be redone, the foreman will create and approve a new, follow-up work order and assign it to either the mechanic who

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closed the reviewed work order or to another mechanic based on skills and abilities needed to perform the work. Work orders created by regional foremen to correct or expand the scope of work associated with a previously closed work order will be reviewed by the regional foremen when the follow-up work order is closed.

4. Foremen shall use the work order verification process to provide ongoing feedback to mechanics and as a means to improve mechanics' skills, abilities and productivity.

