

CITY OF WHITING

WORK ORDER REQUEST PROCEDURE

General

Any non-routine job, that requires the services of another City employee, should now be requested through the new "Work Order" system.

Examples of job requests that will now require a "Work Order" include:

1. Vehicle maintenance
2. Building repairs & maintenance
3. Traffic and street sign maintenance and installation
4. Pothole repair requests
5. Streetscape repairs (benches, cans, planters, etc.)
6. Graffiti removal
7. All electrical work
8. All plumbing work, including water shut-offs and start-ups

Examples of job requests that do not require a "Work Order" include:

1. Janitorial work that is part of the Janitor's normal routine duties
2. Clerical work that is part of the employee's normal routine duties
3. Street & Park work that is part of the employee's normal routine duties

Intention of Procedure

Pre-scheduling a department's or an employee's workload is proven to result in increased productivity and improved departmental efficiency. Coupled with the responsibilities of the new "Procurement Runner", the "Work Order" system will lead to a more efficient overall operation.

Employee Responsibilities

Any employee requesting a non-routine job be performed should complete a "Work Order" and fax it to the corresponding department.

Department Responsibilities

Each department that receives a "Work Order" request is responsible for making every reasonable effort to complete the work in a timely fashion. If the work order was directed to the department in error, the "Work Order" should immediately be forwarded to the correct department. In general, each department should also:

1. Develop a temporary system to track new and completed "Work Orders".
2. Develop a system where "Work Orders" are placed on a schedule to improve efficiency, versus simply reacting to an incoming "Work Order" request.
3. Forward completed "Work Orders" to the requesting party.
4. Ensure that work that cannot be performed, for whatever reason, is forwarded to the requesting party in a timely manner.