

**Messiah University**  
**Work Order Response Policy and Procedure**  
**February 2025**

*Policy:* It is the policy of the Messiah University Facility Service Departments to address facility work order requests in a timely manner as outlined in this policy.

*Objectives:* Monitor and address work orders in a timely manner. Follow up on work orders that are not addressed in a timely manner.

*Equipment:* TMA Work Orders, TMA Open Work Order Reports

*Responsibility*

**Facility Maintenance Staff**

1. All completed work orders must be closed in TMA within 24 hours after completion.
2. Responsible to inform Supervisory Staff if assistance is needed in timely response to work orders and if workloads need adjustments.

**Facility Services Maintenance Manager**

1. Monitor open work orders in TMA on a daily basis to track progress towards completion.
2. Discuss work orders that are open for longer than 10 days with the staff person who is holding the work order open. Develop a plan with the staff person to complete the work or re-assign it to another staff member.
3. Run a 60 day look back "Open Work Order" status report monthly (**on the first working day of the month**) to review any open work orders that need follow up. The report that identifies open work orders is found in TMA.
4. Run open work order reports on a bi-weekly basis for all technicians that they supervise.
5. Follow up with staff concerning work orders that are not appropriately completed and closed. The open work order report generated should date back 6 months.
6. Responsible to adjust staff workloads, if necessary.
7. Communicate with other Department supervisory staff if workloads need shifted to other Departments or need assistance from other Departments.
8. A monthly aging work order report is generated each month and sent to Facility Services Maintenance Manager for review. The Facility Services Maintenance Manager send the report to the supervisors for follow-up.
9. Facilities staff are not permitted to remove their names from the work orders and re-schedule work orders to other staff. However, staff may add others to the schedule who help to complete the work order.

**Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards.**

Scott Zeigler, Form  
creator Signature

Electronically signed by Scott Zeigler on 02/18/2025 9:08:04 AM

Director of Facility  
Services Signature

Electronically signed by Brian Miller on 02/18/2025 1:45:23 PM

Director of Buildings and  
Grounds Signature

Electronically signed by Mark Graybill on 02/18/2025 11:15:31 AM

Manager of Facility  
Services Signature

Electronically signed by jarrod sites on 02/18/2025 9:27:35 AM

Facility Maintenance  
Service Supervisor  
Signature

Electronically signed by Amy Stephan on 02/26/2025 10:43:09 AM

Grounds Services  
Manager Signature

Electronically signed by Art Palese on 02/18/2025 9:20:40 AM

Campus and Building  
Services Manager  
Signature

Electronically signed by Laura Price on 02/18/2025 9:15:28 AM

Administrative Assistant  
for Facility Services - 1  
Signature

Electronically signed by Jennifer Sheaffer on 02/18/2025 9:23:36 AM

Administrative Assistant  
for Facility Services - 2  
Signature

Electronically signed by Traci Gaito on 02/18/2025 9:17:34 AM