



Facilities Operations

Policy 1003 Work Order Descriptions & Expansion of Original Scope

Responsible Office	Office of Facilities	Originally Issued	4/30/18
Responsible Official	Lead Administrator	Revision Date	4/30/18

Scope

This document applies to work orders generated through the FAMIS system used within Facilities Operations.

Policy Statement

Frequently, work orders are originally setup in support a scope of work for a unique need or work product as determined by a preliminary assessment of a building repair or information from a Yale department, unit or school outside of Facilities. In many cases, the original scope of work expands to include a larger array of issues, unforeseen conditions or incomplete information at the time of original issuance. In such situations, the work order needs to clearly document the expanded scope of work and resolution either through notes, descriptions or alternately secondary or “child work orders” when appropriate. Details of work scope should be sufficient to support corresponding labor and material charges within the respective work order.

Reason for the Policy

In most cases, work orders within the FAMIS system become the basis for charges/billings to Yale departments, units or schools outside of Facilities Operations. This policy helps to ensure work orders contain the appropriate description of work performed, as well as support the level of labor hours and/or material purchases included in the work order. Work orders ultimately must reflect accurate descriptions of work performed in support of billings to the respective department, unit or school.

Definitions

Not applicable

Special Situations/Exceptions

This policy does not apply to work orders that are generated for internal or administrative use within Facilities Operations (i.e., work orders that do not result in charges/billings to Yale departments, units, or schools outside of Facilities Operations).

Roles and Responsibilities

Shop supervisors and managers are responsible for adequate documentation of their respective work orders. It is encouraged that responsibility and documentation expectations as described above are delegated to their respective staff where appropriate.

Related Information

Not applicable

Contact Information

Facilities Business Office

Revision History

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