FacilityOptix
FACILITIES MANAGEMENT

Work order form

What was reported and what was found are two different things. So are two fields.

Take response targets from your own service levels — none is printed here. The sign-off should be somebody other than the person who did the work; self-certified completion is how a job gets closed because the engineer left site.

WORK ORDER NUMBER | BUILDING | ASSET REFERENCE

RAISED BY | DATE RAISED | TIME RAISED

WHAT WAS REPORTED

In the words of the person who reported it.

Reported by — name, role, contact

Location, to a room

Fault as reported

Is anything unsafe or out of use?

Anybody affected, and how

PRIORITY AND TARGET

From your own service levels for this building.

PRIORITY ASSIGNED | ASSIGNED BY

TARGET RESPONSE | TARGET COMPLETION

ASSIGNED TO | DATE ASSIGNED

BEFORE ATTENDANCE

	DONE	N/A
Asbestos register checked for this location	☐	☐
Permit required, and obtained	☐	☐
Isolation required, and arranged	☐	☐
Access, keys or escort arranged	☐	☐
Occupant notified	☐	☐
	☐	☐
	☐	☐

WHAT WAS FOUND ON ATTENDANCE

Frequently not what was reported. 'Radiator cold' is a report; 'system pressure low, leak on third floor riser' is a finding.

WORK CARRIED OUT

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PARTS, TIME AND ATTENDANCE

Parts or materials used

Time on site — arrived / left

Engineer / contractor

Further visit required?

Asset left in service, or out of use?

FOLLOW-ON WORK REQUIRED

What the engineer noticed and nobody will ever notice again. This is the field that stops a reactive team running in circles.

What is needed — why — urgency

What is needed — why — urgency

Raised as work order number

Referred to the PPM schedule or asset register?

COMPLETION

	YES	NO
Work complete	☐	☐
Area left clean and safe	☐	☐
Isolations restored	☐	☐
Permit closed	☐	☐
Reporter told it is done	☐	☐

SIGN-OFF

By somebody other than the person who carried out the work.

CARRIED OUT BY

DATE

SIGNED OFF BY

POSITION

DATE CLOSED

EVIDENCE FILED AT

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