

DEFINITIONS:

Maintenance Work Order (MWO): This is a request for intervention by the Maintenance Department in regards to a facilities breakdown requiring more than normal preventive maintenance or repair. Examples include but are not limited to: All electrical repairs, minor or major remodeling, floor tile replacement, major plumbing projects, all heating and cooling preventive maintenance and repairs, etc. Completion and submission guidelines are illustrated below.

MWO STEPS

1. The AISD MWOs are available on the District's website and should be used by all personnel to request maintenance services.
2. The campus head custodian will be responsible for ensuring the numerical sequence (refer to the MWO CWO Sequence Schedule for guidance) for all MWOs submitted to the Maintenance Department.
3. All communication regarding the status of MWOs is between the head custodian and the Director of Operations – ONLY. The head custodian will report status and/or problems to the principal. If problem exists then the Principal, Director of Operations and Head Custodian will meet to resolve the issues.
4. The AISD MWO must be completed and authorized before submission to Frances Buckmaster in central office. Any MWOs that are not properly completed will be returned to the originator. Failure to complete the MWO properly will delay intervention by the Maintenance Department staff.
5. The Director of Operations is responsible for tracking, managing, engaging planned action(s), controlling costs and reporting on all MWO's received. Frances Buckmaster will provide support services by ensuring that all MWO's are keyed into the MWO Database. Ms. Buckmaster will provide the Director of Operations with the original MWO and a copy of the MWO Database (Weekly Basis – by Friday noon). Frances will maintain a complete file of all MWO's submitted to her.
6. Please refer to the MWO Flowchart for the process followed after MWO data is input to the MWO Database.

Custodial Work Order (CWO): This is request for intervention by the custodial staff in regards to minor breakdowns or repairs. Examples include: moving furniture, setting up for before or after school activities, minor plumbing jobs, minor painting, securing building facilities, energy conservation, yard work, etc. Completion and submission guidelines are illustrated below.

CWO STEPS

- A. The AISD CWOs are available on the District's website and should be used by all personnel to request custodial services.
- B. The campus head custodian will be responsible for ensuring the numerical sequence (refer to the MWO CWO Sequence Schedule for guidance) for all CWOs submitted to him/her. The head custodian will report status and/or problems to the principal.
- C. The AISD CWO must be properly completed. Any CWOs that are not properly completed will be returned to the originator. Failure to complete the CWO properly will delay intervention by the Custodial staff.
- D. The Head Custodian is responsible for tracking, managing, engaging planned action(s), controlling costs and reporting on all CWO's received. The Head Custodian will maintain a binder with all CWO's on a fiscal year basis.
- E. The CWO must be completed and submitted to the Head Custodian.

Director of Operations Responsibilities:

- 1) The Director of Operations will review and document decisions made on the work order (within two days of receipt). Please be advised that the Director may, depending on priorities and type of intervention requested, authorize immediate action. In many cases, the project may be delayed because of the lack of resources (human and supplies). In other cases the work may be contracted out to a vendor. In all cases, the Director will forward the MWO Project File, for completed projects, to Frances Buckmaster for use in updating the MWO Database to reflect the work performed.
- 2) The completed project file will include copies of relevant Weekly Time Sheets, Purchase Order(s), and invoices for documentation purposes.
- 3) The completed project file will be maintained by Frances Buckmaster at Central Office.
- 4) The Director of Operations will use the MWO system to track and monitor maintenance activity, analyze maintenance budget activity, manage budget and human resources, prioritize maintenance requests, development of next year's budget, and reporting purposes.
- 5) MWO Database system reports will be provided to the Superintendent and Board of Trustees on a quarterly basis.