

FACILITIES MAINTENANCE AND ENGINEERING PROCEDURE		
Subject: WORK ORDER PROCESSING	FMEP-G-0160	Rev. No. 2
	Page 1 of 4	

1.0 PURPOSE

To define and standardize the processing of Work Orders (WO) through the Facilities Maintenance and Engineering (FME) Organization.

2.0 GENERAL

This procedure applies to all work requests received by FME from NCI.

2.1 Definitions

Planned Work Order (WO) does not require immediate action. This WO requires an estimate, schedule and must go through the approval process prior to execution.

Scope of Work (SOW) – Issued in accordance with FME Procedure FMEP-P-0210, this document identifies the scope of the project in sufficient detail that a cost estimate can be developed.

Unplanned Work Order requires immediate action and typically, requires only shop involvement. Examples of this type are:

- Trouble calls
- Special assists

2.2 Responsibilities

Trouble Call Desk provides full-time support to answer calls, field questions and assign work order numbers to Trouble Call requests.

Work Order Disposition Team is responsible to review and disposition planned work orders during the Work Order Review Meeting (WORM). This team includes the Managers of Construction and Project Management, Manager of Engineering, Manager of Operations & Maintenance, Project Controls staff and Project Managers.

Project Controls Manager is responsible for the maintenance of the Work Order Request Form and for preparation of an agenda for each meeting.

Manager of Construction and Project Management is responsible for conducting the WORM.

Operations and Maintenance Manager is responsible for coding the WORM Disposition sheet for those entries utilized in the Computerized Maintenance System (CMS).

Project Managers are responsible for the execution of the Work Order and communication with their clients on Work Order Status.

FACILITIES MAINTENANCE AND ENGINEERING PROCEDURE		
Subject: WORK ORDER PROCESSING	FMEP-G-0160	Rev. No. 2
	Page 2 of 4	

Directorate Contact is responsible for submitting work orders requested by his/her directorate to FME using the electronic Work Order Request Form available through the NCI-Frederick Website. Responsibilities include coordinating work within the directorate to ensure all work orders conform to the directorate's total facility plan and to attain appropriate approvals within the directorate before the WO is submitted to FME.

3.0 PROCEDURE

3.1 Work Order Process

Planned Work Orders are initiated by the issuance of the Work Order Request Form by the Directorate Contact. Upon Project Controls receipt of the form, it is processed by the FME work order disposition team during the weekly WORM and then entered in CMS.

Scope of work and Center Numbers are included on the document.

Safety review of the scope is requested by the DWOC and performed by the Environment, Health and Safety (EHS) staff prior to releasing the Work Order to FME.

During the weekly WORM, FME completes the WORM disposition sheet (Exhibit B) by categorizing by size and type, making the following major decisions:

- Work Orders that are estimated to cost less than \$5,000 are defined as Special Assist work orders and go directly to shops or subcontractor to perform. An estimate is not required prior to work starting, nor is Contracting Officer Approval (COA) required.
- Path A Process requires design effort (therefore requiring conceptual estimate) and decision to go inside or subcontracted route.
- Path B Process is used when determination that WO can be constructed without a design and decision is made to go inside or subcontracted (direct to Fiscal Approval (FA)).

For all work orders, actual FME labor hours and material & supplies costs are collected in CMS and transferred to the accounting system. When work is complete on the Work Order it is closed in CMS.

3.1.1 Path A Process

- FME prepares a Conceptual Authorization (CA) estimate which defines the bounding design, construction, and FME management cost to allow program to make planning decisions or to re-scope the work
- FME obtains conceptual approval from NCI. This provides authorization to proceed with design either internally or by A&E subcontract. Construction Contracts Department (CCD) places A&E award. (If A&E cost proposal exceeds the CA, FME then prepares a COA package for approval)

FACILITIES MAINTENANCE AND ENGINEERING PROCEDURE		
Subject: WORK ORDER PROCESSING	FMEP-G-0160	Rev. No. 2
	Page 3 of 4	

- A trend is also prepared to identify the change and classification where it is a scope change or non-scope change.
- A&E provides design and specifications, plus construction estimate.
- FME approves the design
- FME secures requester approval of design and specs
- FME determines if construction is executed internally or outsourced
- FME obtains fiscal approval from NCI to build. This provides FME prepares a Conceptual Authorization estimate which defines bounding authorization to construct
- CCD awards construction for outsourced work
- FME crafts execute construction scope for internal work
- FME reviews and accepts construction including confirmation from requester
- FME submits to NCI Construction Representative for formal acceptance for subcontracted construction
- CCD authorizes release of final payment for subcontracted construction work
- FME closes Work Order

3.1.2 Path B Process

- FME develops a Fiscal Authorization (FA) estimate for construction activities with the scope document.
- FME obtains fiscal approval from NCI to commence the construction effort. This provides authorization to construct.
- NCI ensures that adequate funding is provided to support the approved work order prior to execution.
- CCD places construction award for subcontract construction. (If construction contractor estimate exceeds the FA estimate for construction, FME then prepares a COA package for approval)
- A trend is also prepared to identify the change and classification where it is a scope change or non-scope change.
- FME reviews and accepts construction including confirmation from requester

FACILITIES MAINTENANCE AND ENGINEERING PROCEDURE		
Subject: WORK ORDER PROCESSING	FMEP-G-0160	Rev. No. 2
	Page 4 of 4	

- CCD authorizes release of final payment. (Not required for internal construction)
- FME closes Work Order

FMEP-G-0160 Exhibits

Exhibit A- Work Order request Form (1 Page)

Exhibit B- Work Order Review Meeting (WORM) Disposition Sheet (1 page)