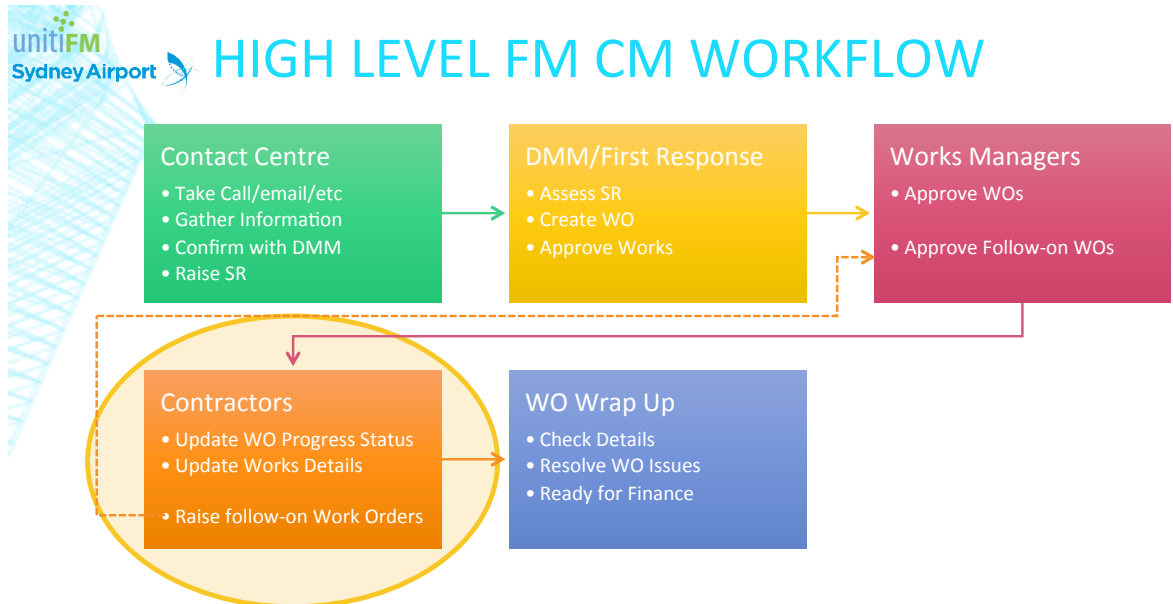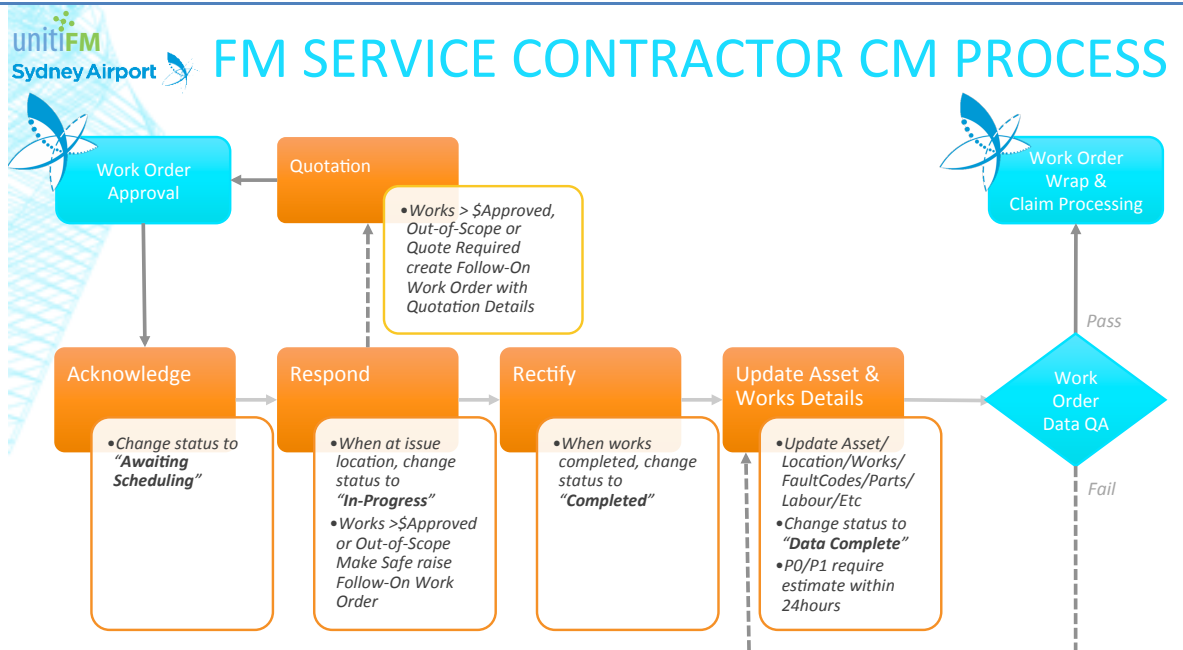| Maximo Procedure	**FM Service Contractor Corrective Maintenance Work Order Procedure**
Process Component	This procedure deals with the Contractor element of the high level FM Corrective Maintenance Work Order process. **HIGH LEVEL FM CM WORKFLOW** **Contact Centre** • Take Call/email/etc • Gather Information • Confirm with DMM • Raise SR **DMM/First Response** • Assess SR • Create WO • Approve Works **Works Managers** • Approve WOs • Approve Follow-on WOs **Contractors** • Update WO Progress Status • Update Works Details • Raise follow-on Work Orders **WO Wrap Up** • Check Details • Resolve WO Issues • Ready for Finance
Contractor CM Work Order Procedure	**FM SERVICE CONTRACTOR CM PROCESS** **Work Order Approval** **Quotation** •*Works > $Approved, Out-of-Scope or Quote Required create Follow-On Work Order with Quotation Details* **Work Order Wrap & Claim Processing** **Acknowledge** •*Change status to "Awaiting Scheduling"* **Respond** •*When at issue location, change status to "In-Progress"* •*Works >$Approved or Out-of-Scope Make Safe raise Follow-On Work Order* **Rectify** •*When works completed, change status to "Completed"* **Update Asset & Works Details** •*Update Asset/ Location/Works/ FaultCodes/Parts/ Labour/Etc* •*Change status to "Data Complete"* •*P0/P1 require estimate within 24hours* **Work Order Data QA** *Pass* *Fail*

Performed By	Steps

Contractor	Update Work Order progress status.
	
	1) **Acknowledge** receipt of Work Order
	    a. Change the Work Order status to "**Awaiting Scheduling**"
	2) **Respond** to the issue
	    a. *When the technician is on-site at the issue location, change the Work Order status to "**In-Progress**"*
	    b. *If the value of the works will be greater that the $amount approved, or the Work Order is marked as Quote Only Work Order, or the works are out Out-of-Scope of a fixed price contract, Make Safe then raise a Follow-On Work Order (see Quoted Works) for additional works*
	    ***n.b.** Claims for works carried out with-out an approved follow-on work order will not be processed.*
	3) **Rectify** the issue
	    a. *When the works are completed, change the Work Order status to "**Completed**"*

Contractor	4) **Update Asset and Works Details**
	    a. *Update the Work Order with details:*
	        i. *"Do and Charge" contracts:*
	        Correct Asset and Location, Works undertaken, Fault Codes, Recommendations, Detailed Actual Costs (Parts, Labour, Etc)
	        ii. *"Fixed Price" contracts:*
	        Correct Asset and Location, Works undertaken, Fault Codes, Recommendations, an estimation of Actual Costs
	    ***NB:** P0/P1 Work Orders require an <u>estimate</u> of the magnitude of costs to be added within 24hours*
	    b. *When all details are finalized, change the Work Order status to "**Data Complete**" – the system will automatically route the Work Order for processing.*

Contractor	**Quoted** Works (Follow-On Work Orders)
	Any works that are either of a value greater that the $amount approved, or the Work Order is marked as Quote Only Work Order, or are Out-of-Scope of a fixed price contract, require a Follow-On Work Order with Quotation Details to be created and routed for approval.
	
	    a. Create Follow-On Work Order
	    b. Fill-in the total estimate value
	    c. Attach supporting quotation documentation
	    d. Route for approval
	
	***n.b.** Claims for works carried out with-out an approved follow-on work order will not be processed.*