Florida A & M University  
Division of Construction and Facilities Management  
Office of Plant Operations and Maintenance

INTERNAL OPERATING MEMORANDUM

Memorandum No. ____________

Subject:  
Service Request Procedures

Authority:  
Title X Chapter 120 F.S, Title XXIII Motor Vehicles, Title XLVIII K-20 Education Code Chapter 1011, 1013, 6A-2 F.A.C. 6C-16 F.A.C.

Date  
March 13, 2006

Related References (All related internal and external rules and or regulations)

Purpose  
To define process for departments to request services from the Plant Operations and Maintenance department.

1.0 General Information
All service requested of Physical Plant should be submitted to the Service Response Center (SRC) for processing. The SRC is the communication hub between Physical Plant and the University Community. The primary function of the SRC is to receive service requests and distribute the requests to the appropriate trades to be performed. The SRC has a dual role; one is to translate the customer service request and expectations into a clear, concise work order for the appropriate area in Physical Plant and to ensure that the work is completed as requested. Verbal, Written, Set-Up Requests, and Property Relocation Requests are processed by the SRC.

2.0 Definition
Verbal Requests - Verbal requests are received orally via the telephone, 2-way radio and/or SRC counter.

Written Requests - Written letter, service request form, receives requests fax, and/or requisition.

Electronic Requests - The service response requests forms are available electronically via the Internet at http://www.famu.edu/about/admin/. The form cannot be submitted electronically to SRC. However, that feature will be available in the near future.

Set-Up Requests - Set-Up Request forms are used by faculty, staff, students and community groups when requesting
Physical Plant to provide services for events held on campus. Examples include setting up chairs, tables, podiums, public address systems, etc. A requestor must present a signed copy of the Student Activities Facility Request Form prior to completing the POM Set-Up Request Form. All requests for services of the Physical Plant must be completed in SRC on the POM Set-up Request Form. Set-Up Request Forms must be completed in their entirety (including the nine-digit account number and the requested attachments as needed).

Property Relocation Request – A Property Relocation Request Form is used when requesting Physical Plant to move any University Property.

Feedback Forms- The SRC staff uses the information provided on the Status Feedback forms to give customers feedback via telephone on pending work orders. The Status Feedback Form gives the shop supervisors a method of documenting delays in providing the requested services. Examples include parts or equipment on order, work needs to be rescheduled, a purchase order is required, additional information is needed, etc. The form may also serve as a method for one shop to notify another via the SRC that the work order needs to be routed to additional shops before completion.

Work Orders – All services provided by the Physical Plant must be authorized by the Service Response Center via work order. The purpose of the work order is to authorize, describe, and direct the appropriate shops to provide a service that has been requested.

Special Work Orders – Occasionally, it is necessary to issue special work orders for requests that are not routine. Special work orders are only issued by the request of the Director, Assistant Directors (AD), Building Inspector (BI), Project Manager (PM), and/or SRC Coordinator.

Building Inspection Work Orders - The Building Inspector conducts routine inspections on all buildings on campus and completes a Building Inspection Report that he submits to SRC. The information on this report represents the items that are in need of repair. The SRC staff issues Building Inspection Work Orders for those items listed on this report. Special account codes are assigned to these work orders in order for the Building Inspector to track the progress of each building.

Minor Project Work Orders - The Project Manager routinely requests work orders for various projects on campus. The SRC staff may issue Minor Project Work Orders to the Project Manager to assist him in tracking these projects. Special account codes are assigned to these work orders in order for the Project Manager to track the progress of each project.

Special Event Work Orders - Special Event Work Orders are normally requested by the SRC Coordinator when there is a need to track special events (i.e. convocations, commencements, football games, registration, etc.). Special account codes are assigned to these work orders in order for the SRC Coordinator to track the progress of each project.

After Hour Emergency Work Orders - When Physical Plant services are needed after hours the Heating Plant’s staff handles the requests by contacting the appropriate shop supervisor. All requests received by the Heating Plant after hours and on the weekend are submitted to the SRC’s Office each week day morning. The SRC staff issues After Hour Emergency Work Orders to cover the material and/or labor that was needed to complete the emergency request.

Customer Satisfaction Surveys – The SRC staff conducts surveys in an effort to sample the University community satisfaction with the quality of services rendered by the Physical Plant Division. The surveys may be completed electronically or written.

Central Filing System – The development of the central filing system in the SRC enhances the daily operations
allowing the SRC staff to keep more accurate records and have better access to those records.

System Outages – The SRC scheduling of system outages is a consolidated approach to developing a systematic way of notifying customers when an outage will occur. Outages are scheduled in order to improve the relationship between Physical Plant and the University community.

3.0 Responsibilities
(Delineation of tasks associated with carrying out the actions of the IOM)

4.0 Procedures

1. Set-Up Requests
   a. All POM Set-Up Request Forms are to be completed in the Physical Plant’s Service Response Center at least ten (10) working days prior to the date of the event.
   b. The SRC staff will process the request and route it to the Moving and Set-Up Department for approval.
   c. The Moving and Set-Up Department requires forty-eight (48) hours for processing the request after which the request is denied, approved or placed in pending status.
   d. The Moving and Set-Up department returns the approved requests with an invoice to the SRC for processing.
   e. Once payment is arranged, work orders are issued to the appropriate trades departments within Plant Operations and Maintenance.
   f. The denied and pending requests are followed up with requestors by the Moving and Set-Up supervisor and then returned to SRC to be filed or processed.
   g. Once the event is completed, the work orders are signed by the department supervisors and submitted to the Accounting Department for the closing process.
   h. Events held at the President’s house are to be handled by the Event Coordinator; who will follow the set-up request procedures.

2. Property Relocation Requests
   a. A Property Relocation Form must be completed and approved by the University Property manager in order for Physical Plant to move any University property.
   b. Once the request is approved, it is sent to Service Response for processing.
   c. All Property Relocation Work Orders are issued to the Moving and Set-Up department.
   d. After work is completed, the work orders are signed by the supervisors with labor, materials, employee name and closing date posted.
   e. The work orders are then processed for closing.

3. Inputting Work Orders
   a. All information that is provided on the SRC request form is entered into a computerized work order database system (MAXIMUS).
   b. After the work order is created, a printed copy is distributed to the appropriate shop for work to be scheduled.

4. Updating Work Orders
   The shop supervisors are responsible for updating the status of work orders and notifying the customer of the scheduled completion date is the work order cannot be completed within the allotted five (5) days after their first visit to the work site.

5. Closing Work Orders
   a. After the completion of work, the supervisor signs the work order and records the labor, material, closing remarks, and closing date on the work order for processing.
   b. Shop supervisors submit closed work orders along with their daily time sheet indicating all work orders completed to the Accounting Department by noon on the day following completion.
   c. The Accounting staff changes the status of work orders from 80 complete to 90 final once all labor and material charges have been posted.

6. Conducting Customer Satisfaction Surveys
a. Once work orders are submitted to SRC to be filed, a survey is sent to the requestor to be completed and submitted back to the SRC Coordinator.

b. The SRC Coordinator reviews and logs the surveys and provides the Director and Assistant Directors with the responses received.

c. The SRC Coordinator shall follow up as needed with dissatisfied responses that exceed the customer’s expectations and satisfy any unresolved problems.

7. Filing Written/Verbal/Electronic Requests
   All requests are filed by month and then by open date, which allows for easy retrieval of records.

8. Filing Closed Requests
   All closed work order requests are to be filed by trade, by month and year closed and then by work order number, which allows for easy retrieval of records.

9. Requests for Outages to the Service Response Center
   a. All requests for system outages should be submitted to the SRC via fax, memo, or mail. Verbal requests will not be accepted.
   b. The written request for an outage shall contain the requestor’s contact information, date and time requested for the outages, reason and nature of the request, and all affected areas, buildings, departments, etc.
   c. The SRC staff is to contact the building coordinators who will be affected by the outage to allow them to determine the best time to schedule the outage if the requested times are not acceptable.
   d. The SRC staff will then compile the information and generate a work order with a date and time to schedule the outage based on the feedback received from the building coordinators and the requestors of the outage.
   e. The coordinator of the SRC will generate a memorandum to the Physical Plant Director, affected building coordinators, requestors, departments and directors of the scheduled outage based on the mutually agreed upon date and time.
   f. The Physical Plant Director will approve the outage and will notify the Associate Vice President of Construction and Facilities Management outlining the tentative schedule outage.

5.0 Records
   Work Requests are retained for five (5) years.