May 2013

Guidelines for Custodial QA Damage and Deficiency Emails

Damage and Deficiency emails from Custodial QA Audits will be delivered to the FMCC email box (fmcc@umn.edu), FMCC Agents will create Compass work orders to address issues as identified. WOs will be created for routine maintenance issues only, any repairs or services which need to be addressed in under 5 business days should be called into the FMCC at 4-2900. Please note that WOs will be created for maintenance deficiencies only, SRs will not be created for items listed as custodial concerns or deficiencies.

When documenting deficiencies keep in mind the following information, if this information is included it will streamline the WO creation process.

Required, as these are not listed elsewhere on the Audit Summary. Please note that if the following information is not included it could result in a return email to the Auditor requesting more information:

- Room number(s) or location description(s) for each deficiency, if they are in different locations. At present, these locations are not identified in the software.
- Detailed description of the repair/service to be provided or of the deficiency.

Important to have, these items make for a more complete WO:

- Crew assignment if different than the default maintenance crew for that building. WOs will be created for the default crew when none is specified.
- EFS account if for non-supported repairs/service, this should be very infrequent. WOs will be created with the default account when none is specified.
- Craft or trade to complete the repair/service.
- Compass equipment number, if known.

Nice to have, will be more beneficial to crew operations, but are optional:

- Estimated time (hours) for the repair/service. The FMCC will typically assign 1.0 hours to a WO unless otherwise specified.
- Your name and email address or other contact information, to be utilized if the FMCC has questions regarding the deficiency.