PM Work Order Exemption Process

Approved by: David Hutton  Last Revised: 12/11/2015
Procedure owner: Tony Gutterman  Effective Date: 11/29/10

Purpose

The purpose of this procedure is to describe valid reasons for exempting PMs and the process to follow to properly document authorized exemptions inside COMPASS.

NOTE: For this document, the term PM is meant to mean preventive maintenance work performed by mechanic/trade staff and custodial projects completed by the custodial teams.

Overview / Primary Steps

Team Manager / Supervisor is responsible for identifying PMs to exempt and for documenting the exemption in COMPASS. If necessary, should follow up with planner/custodial program manager to adjust PM schedules when applicable.
Associate Director is responsible to review all exemptions and authorize them in COMPASS.
Planner/custodial program manager will make changes to equipment/space records and/or PM schedules as provided by the team manager/supervisor when valid.

Impacted groups

Team Manager/Supervisor, ADs, Custodial Program Manager and Planners

Reference documents

SOP for PM scheduling (un-scheduling)
SOP for modifying Equipment Records

Contact information

Tony Gutterman, Maintenance Program Manager  See www.umn.edu for contact information.
Valid PM Exemptions

Team Manager/Maintenance Supervisor is responsible for identifying PMs that should be exempt for valid reasons. The approved reasons for why a PM could be exempted include:

- Equipment is offline
- Action (repair/cleaning) was recently completed which negates need for the PM
- Conditions do not allow for the PM to be completed (i.e. weather doesn’t allow for water flow, construction underway prohibits work/cleaning, floor space does not match task list actions) NOTE: Lack of resources is NOT a valid condition/reason to exempt a PM.
- Equipment is seasonal but PM is not
- Customer informs FM NOT to complete a non-supported PM
- PMs not properly superseded (i.e. monthly churn and annual both in backlog at same time, 1 year and 5 year RPZ PMs print at same time).

Exemption Process

There are specific actions that the team manager/supervisor and AD must take to properly exempt the PM in COMPASS. These are detailed in the appendix.

Team Manager/Supervisor Follow Up Actions

When a PM is exempted, the team manager/supervisor may be required to take action to prevent further PMs from generating unnecessarily. The list below provides follow up actions that should be taken.

<table>
<thead>
<tr>
<th>Valid Reason</th>
<th>Team Mgr/Supervisor Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment is offline</td>
<td>Follow up with planner if the current status of equipment in COMPASS is incorrect</td>
</tr>
<tr>
<td>Action was recently completed</td>
<td>None (ensure WO number that replaces the PM is properly entered in audit field – see appendix)</td>
</tr>
<tr>
<td>Conditions do not allow for the PM to completed</td>
<td>If conditions will repeat, partner with planner/custodial program manager to adjust PM Schedule to reflect these conditions</td>
</tr>
<tr>
<td>Equipment is seasonal but PM is not</td>
<td>Partner with planner to adjust PM schedule if possible</td>
</tr>
<tr>
<td>Customer requests work not to be completed</td>
<td>Partner with planner to adjust schedule if customer change request is permanent</td>
</tr>
<tr>
<td>PMs not properly superseded</td>
<td>Partner with planner to adjust sequencing if possible</td>
</tr>
</tbody>
</table>
Appendix – How to Properly Exempt a PM in COMPASS

Process steps

Team Manager/Maintenance Supervisor:
For Non-route Work Order Closing / Compliance Exemption
From the Work Order Closing Form, access the applicable WO and update:
- Work Data, Status: Change to CLOSED
- Performance Codes, Action: Enter EXEMPT PM
- Click Audit button and in the comments field enter reason for exemption
- Save the WO

For Route Work Order Closing / Compliance Exemption
From the Route Work Order Closing Form, need to access the applicable WO(s)
- From the Close Work Orders tab uncheck all and then select the work order(s)/equipment that are exempt using the checkbox
- Click the Close button
- Work Data, Status: Change to CLOSED
- Performance Codes, Action: Enter EXEMPT PM
- Click OK
- Return to the Readings tab and highlight the exempted work order number and click on View
- Click Audit button and enter reason for exemption
- Save the WO

When the remaining WOs on the route are completed, care must be taken not to overwrite the exempted status of the specific exempted PMs on the route. It is recommended that the manager/supervisor verifies that the exempted PMs are properly coded after closing the remainder of the route WOs. Do this by access the readings tab, scrolling to the right and validating that the action codes for the applicable WOs have EXEMPT PM listed vs. COMPLETED.
Associate Director:
For Non-route Work Order Closing / Compliance Exemption

From Current Schedule (Exempt PMs View*), access one WO at a time by right clicking on the WO and opening the Work Order Closing Form. Review the reason why the PM has been exempted by clicking the audit button and reviewing the reason in the comments tab.

If approved, it must be authorized by updating the WO Closing form:

- Employee Data, Authorized By: Enter your COMPASS ID
- Save the WO

If you do not agree, you must update the WO Closing form such that the WO is re-opened:

- Work Data, Status: Change to OPEN or READY
- Performance Codes, Action: delete EXEMPT PM, leave the field blank
- Click the Audit button and delete the unapproved reason in the comment field
- Save the WO
- Inform the Manager/Supervisor that work is valid and must be completed

For Route Work Order Closing / Compliance Exemption

From Current Schedule (Exempt PMs View*), first open the WO, highlight and copy the parent WO number, then open the WO Closing Form.

Enter into query mode, paste the parent WO number into the WO field and execute query. This will list all WOs associated with the route. Scroll to the right to make the Action column visible. Scroll down to find the WO(s) that have been exempted. Highlight an exempted WO, click view. Click the audit button to review the reason for the exemption. Close out of the WO form.

Go to the Close Work Orders tab, check the exempt WO(s) you reviewed:

Follow Instructions above for authorizing or re-opening the WO

*Contact your planner if you need assistance setting this view up in COMPASS