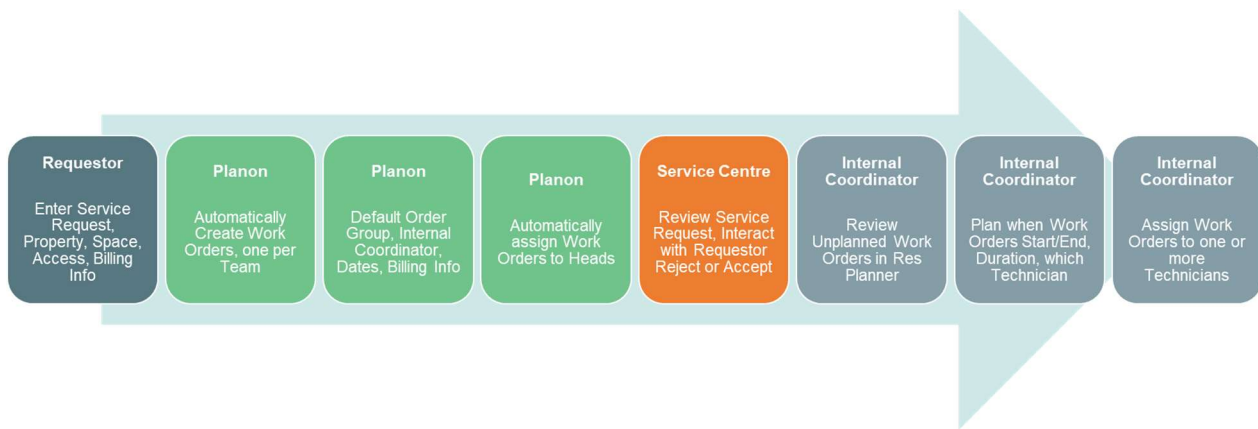


WHAT'S CHANGING: REACTIVE MAINTENANCE

What do I need to know?

Service Requests: Service requests (SR) are submitted by customers via Planon self-serve forms to report reactive maintenance or customer-funded requests. Once a SR is submitted, a work order(s) is automatically created based on responses to questions asked and routed to the appropriate Head/Subhead for action.

Work Orders: Standard orders are 'template' orders which are used to automatically create and pre-populate appropriate work orders with predefined data e.g. standard field values, suborders, questions, etc.



What do the changes mean?

Today...	With Planon
List of SRs by description only, manual process to determine which technicians are required	➤ SR with detailed questions for the customer, that determine which technicians are required to complete the SR
All service requests from customers (building administrators) are reviewed by the Building Operations Service Centre	➤ Select service requests (customer-funded) are reviewed by the Service Center
Service requests for reactive Work Orders are charged to standing work orders for a single property (minimal analysis)	➤ Each service request will create a new work order(s), and can be associated to a property and individual assets for more detailed analysis

Today...	With Planon
Due to Standing Work Orders, customer-funded work can be charged incorrectly to a core-funded standing work order	➤ No standing work orders, each customer-funded piece of work requires a new SR/Work Order
Work Orders manually assigned to shops by Service Centre	➤ Some Work Orders auto-assigned and assignment to technicians by Heads
Only the Service Centre can create Work Orders and add shops to a Work Order	➤ Head or technician can create sub-Work Orders as required
Hazards displayed at the property level only	➤ Hazard flags on Work Order based at property and space (room) level
Manual resource scheduling of PM and reactive maintenance Work Orders	➤ Heads schedule technicians using graphical Resource Planner for both PM and reactive maintenance Work Orders. Technician can access assigned Work Orders via mobile
Unable to request materials on mobile, technician notifies Head to place request	➤ Technicians able to request materials for a WO directly on their mobile, with approval by the Head
Work Order ID # (BOW-XYZ) indicates type of work, building number embedded	➤ Work Order ID is a sequential number only; information is contained on the Work Order itself
Not all requests have Service Requests. Time is charged to Standing Work Orders	➤ All requests will have a Service Request and new associated Work Order
Work order prioritization is inconsistent	➤ Prioritize reactive work orders
Inconsistent processes for maintaining asset info	➤ Technicians view asset attached to a reactive work order, view/create QR code and update for approval by Head