Work order request submitted to Physical Plant.

Work orders assigned/distributed by the Physical Plant secretary.

Physical Plant staff are to check for work orders several times a day.

Can the job be completed within 1-2 days?

**NO**

The assigned staff member advises the Director, supervisor of maintenance or secretary if work cannot be completed in a timely manner and why.

**YES**

When the order has been completed the request is to be initialed, dated and returned to the secretary.

Secretary and/or assigned staff member advises the customer re a delay in completing their work order, reason and a time when the project should be completed.
Confirmation of completion sent to customer via e-mail with a survey. (Completed surveys are reviewed by the Director and filed.)