

## Work Order FAQs

### **Why does a work order (WO) get cancelled? Who has authority to cancel? If cancelled, does BGM Operations contact requestor?**

There are many reasons for cancellations: duplicate requests, part of a contracted service that does not require a work order, the requester asks for facility funded vs. customer funded, etc.

Operations has the authority to cancel WO, or will cancel if instructed by the requester or LBRE management. If a WO is cancelled by Operations, the requester should always be notified and redirected if needed. Send us an email [lbreoperations@stanford.edu](mailto:lbreoperations@stanford.edu) if this happens to you. Automated notification for WO cancellations is being worked on, stay tuned.

### **How can you put in a WO and not designate it as a Quick Response (QR)? Can you have start day as “today’s date”? Is there a thought to put QR back in the selection of work order drop down?**

The QR option is not going back on the WO request form. Operations ask the requester to write out details related to the issue. Operations is trained to assess the request and uses BGM resources to the assign the work. One can only select the next day, “today’s date” is not an option. If it’s truly URGENT, say it in the WO description. You don’t need a box or work order type to relay that urgency. Operations read every request, (in an hour or less) and respond accordingly.

### **I looked up my WO and the status says completed and it’s not. Who changes that category? The Technician?**

Work orders are often shared and the Shop Supervisors are responsible to close/complete the WO. The Techs are asked to close only their assigned portion of the work. If the job is not done or completed to your satisfaction, email for status [lbreoperations@stanford.edu](mailto:lbreoperations@stanford.edu). This feature will be part of the automated notification enhancements our transition team is working on.

### **Why is there no final message on WO status when it is completed?**

We know this is important to you and it’s on the list to add. The plan is to get WO close out details to share with the requester.

### **Can Building Managers ask for a particular Tech?**

Building Managers can ask for a particular Tech, but it doesn’t mean you will get them. It’s up to the Shop Supervisor to schedule whoever is available, we must keep each Tech’s schedule balanced. Techs are now working in a particular District, and do not work across campus.

Sometimes the Building Manager will catch a Tech in the building and want them to break away from their scheduled work to do “just this little non-urgent thing”. This doesn’t work for BGM and is not

recommended. BGM's asks the Tech to request that the Building Manager submit their request online. Operations will route it to the Shop for scheduling or notify the QR Tech if deemed urgent. It's all about scheduling who we have available and manage the Tech's work load.

**How many letters/much text can the Tech see on WO? Do they know about the photo option when they get the WO? Can they see photo?**

Techs can see it all! Yes they can see the pictures too, if logged into their phone App or on a computer. Yes, the photo capability has been communicated to all Shops. This feature is also used by our Techs when submitting their request to BGM. MEP (Mechanical/HVAC, Electrical and Plumbing Shops) heavily use their electronic devices for all work related details.