

## QUE CENTRE - WORK ORDER PRIORITY LIST

<b>PRIORITY</b>	<b>TYPE OF WORK</b>	<b>ACTION</b>
<p><b><u>P1:</u></b>  <b>Response time:</b> Immediate to within 1hour</p>	<p><b>Imminent danger or damage.</b>                      The probability of health, safety or asset damage is certain if the situation is not immediately dealt with.</p>	<p>Call 420-5572/Facilities Management; if you get voicemail, contact 420-5577/University Security—Trade will be contacted by radio or phone.</p>
<p><b><u>P2:</u></b>  <b>Response time:</b> Same day inspection and/or service</p>	<p><b>Urgent to operations or security matters.</b></p>	<p>Requestor to place work request in Que Centre than call Facilities Management to confirm receipt.</p>
<p><b><u>P3:</u></b>  <b>Response time:</b> As decided by FM Manager/Supervisor</p>	<p><b>Preventive Maintenance.</b></p>	<p>PM's are placed by request of a Facilities Management Manager/Supervisor only. This priority level will not be used for general work orders.</p>
<p><b><u>P4:</u></b>  <b>Response time:</b> Within 1 week (7days)</p>	<p><b>Non-urgent to operations/Minor space improvement/Setups.</b></p>	<p>Requestor to place work request in Que Centre.</p>
<p><b><u>P5 :</u></b>  <b>Response time :</b> 1 to 2 months or 'Required By Date' as approved by Facilities Management</p>	<p><b>Minor repairs.</b></p>	<p>Requestor to place work request in Que Centre.</p>
<p><b><u>P6:</u></b>  <b>Response time:</b> As decided by Project team</p>	<p><b>Change to existing space or a new major request.</b></p>	<p>Requestor to place work request in Que Centre or email request to <a href="mailto:facilities.management@smu.ca">facilities.management@smu.ca</a>. Request will be reviewed by the Project Manager and decision, with details, will be forwarded to Facilities Management front desk within 2 to 3wks. Either Facilities or Project team member will contact requestor with information.</p>