

STANDARD PROCESS F001

Section F: Facilities Maintenance and Engineering (FME)
Number/Title: F001/Maintenance Service Requests
Date Issued: November 2002
Revision: July 2009
SP Contact: Manager, Operations and Maintenance, FME, 301-846-1195

I. Purpose

This Standard Process (SP) clearly defines the process of submitting a planned work order (WO), also known as a maintenance service request (MSR), through the Facilities Maintenance and Engineering (FME) directorate. This standard process applies to all work that does not require immediate attention.

II. References

Facilities Maintenance and Engineering Procedure (FMEP-G-0160) further describes the requirements of this standard process. This procedure may be accessed at <http://home.ncifcrf.gov/fme/wo/>
<http://home.ncifcrf.gov/fme/pdfs/procedures/G160/Procedures.pdf>.

III. Definitions

A&E: Architectural and Engineering

Conceptual approval: Authorization to proceed with design using in-house resources or by Architectural and Engineering (A&E) subcontract. For jobs estimated to be greater than \$50,000, Contracting officer approval (COA) is required. For jobs estimated to be less than \$50,000, the NCI project team representative has the authorization to approve performance of the work scope.

Conceptual estimate: An estimate that defines the bounding design, construction, and FME management costs to allow the program to make planning decisions or to re-scope the work based on availability of funds

COA: Contracting officer approval

EHS: Environment, Health, and Safety

Fiscal approval: Authorization to commence the construction activities described within the scope of work document. For jobs estimated to be greater than \$50,000, COA is required. For jobs estimated to be less than \$50,000, the project team, with involvement of NCI representatives, has the authorization to construct.

Fiscal estimate: An estimate prepared for activities that do not require engineering or in which required engineering has proceeded to the point that system and interface requirements have been identified

FME: Facilities Maintenance and Engineering

MSR: Maintenance service request to the FME organization to perform renovation or alteration of facilities, construction, maintenance, or repair. This request initiates the estimating and execution process used interchangeably with planned work order (see WO).

SP: Standard Process

WO: Planned work order, a common term often used interchangeably with maintenance service request (see MSR)

WORM: Work Order Review Meeting

IV. Scope

This SP applies to all employees submitting requests for maintenance service.

V. Processes/Guidelines

A. Planned work orders are initiated by the issuance of the “Work Order Request” form by the directorate work order contact. Submitting a “Work Order Request” to FME is a simple 3-step process.

1. Step One: Identify the requester and appropriate service account.
2. Step Two: Identify the point of contact.
3. Step Three: Describe key information.

The electronic form for submitting WOs can be accessed through the NCI-Frederick Web site at <http://home.ncifcrf.gov/fme/wo/>.

B. Prior to submittal to FME, all WOs should be assessed by the directorate work order contact to ensure that the requested work conforms to the directorate’s facility plan and to attain appropriate approvals within the directorate. The requestor initially describes the scope of work and justification for performing the activity, and the center number to which the work will be charged.

C. A representative from the Environment, Health, and Safety (EHS) Directorate reviews the scope of work and present comments or concerns to the FME project manager. EHS’s input is required prior to FME execution.

D. The FME project manager is responsible for the execution of the WO and directing the project team after the WO is dispositioned at the Work Order Review Meeting (WORM).

E. The manager of FME Project Management and Construction Support is responsible for conducting the WORM and, with input from FME Operations and Maintenance and Project Management personnel, determining whether the work scope is estimated to cost less than \$50,000. This group also determines the responsible project manager and whether the work scope should be performed by in-house or subcontract personnel.

F. The FME project manager is the focal point in the execution of the planned work order process. The FME project manager

1. is responsible for the overall activities on all phases of the project, including technical liaison on a day-to-day basis with the client.
2. is responsible for assuring that the team understands customer requirements and priorities.

3. is responsible to convene team members to clarify the scope of the WO in sufficient detail that a cost estimate can be prepared.
- G. While any NCI-Frederick employee can submit a WO request to FME, fiscal approval from an authorized party is required to fully execute the request. In many cases, the “requester” is the person with fiscal authority for this area, and another party is listed as the “contact” for the request. No work can proceed without available funding for the project. The requestor is responsible for authorizing funds to the project before the work can proceed.

VI. Attachments

(NONE)

VII. Records

All planned work order/maintenance service request information is retained by FME.