

Guidance Document

G2114

Processing Work Order Requests

Document ID: G2114

Issue No.: A1

Issue date: January 2016
Review date: January 2019

Contents

1	Purpose	3
2	Scope	3
3	Guidance	3
3.1	Identification	3
3.2	Checking	3
3.3	Validation	3
3.4	Processing the Work order Request	4
4	Responsibilities	4
4.1	Process Owner	4
4.2	Fitters	4
4.3	Shift Delivery Manager	5
4.4	Team Leaders	5
4.5	Planners	5
5	References	5
5.1	References	5
5.2	Abbreviations	5
5.3	Definitions	6
5.4	Person accountable for the document	6
5.5	Document history	6
6	Attachments	7
6.1	Ellipse Work Order Request	7
6.2	Attachment 2 - Escalator System Hierarchy	8

1 Purpose

- 1.1 The purpose of this Guidance is to define the responsibilities and actions required to gather the right/appropriate information and to identify/plan and perform corrective repair work for asses maintained by London Underground (LU) Lifts Escalators & Pumps – Direct Labour Organisation (DLO).

2 Scope

- 2.1 This Guidance applies to all repair work which is identified by fitters/operations engineers. The procedure is to assist in obtaining sufficient information to raise an ellipse work order from the work order request.

3 Guidance

3.1 Identification

- 3.1.1 When additional corrective work is identified during a site visit the originator (usually a fitter) will raise a Work Order Request Form (Mauvey [F2302](#)) or complete using the iPad in accordance with the following:
- 3.1.1.1 Completion of all the fields in the Work Order Request Form; an incomplete form will be rejected
- 3.1.1.2 When requested attach additional explanatory drawings, photographs, etc, to support the work request.
- 3.1.1.3 The root cause and possible solution needs to be described/defined clearly, along with the part numbers and quantity of any equipment and materials required.
- 3.1.4 It is mandatory to complete the Priority Codes and allocate the Equipment Hierarchy (the Equipment Hierarchy and Priority Codes on the reverse side of Work Order Request Form) or Planning (Ad-hoc) Request.
- 3.1.5 If no Team Leader is available the originator will check the Work Order Request (Mauvey) or iPad submission is complete and pass it to a Shift Manager.

3.2 Checking

- 3.2.1 The Team Leader (if available) will check the Work Order Request (Mauvey), before it's handed over to the Shift Delivery Manager.
- 3.2.2 If there is a lack of information the Work Order Request will be returned to the originator.
- 3.2.3 Team leaders review the number of request raised/rejected on a weekly basis to identify any emerging trends.

3.3 Validation

- 3.3.1 The Shift Delivery Manager will validate the Work Order Request (access originator priority), if further information is required the request will be returned to the originator or the Work Order will be rejected. Request if further information's not available.
- 3.3.2 The Shift Managers will pass accepted Work Order Request Forms to the planners as part of daily 08.30 briefing.