



## Work Orders

A "Work Order" is sometimes called Job Sheet or Work Docket. These are electronically created within the FrontLine system for planned and reactive maintenance tasks. These electronic orders can either be processed on screen, transferred to a hand held PDA or printed to paper for distribution to the engineers/contractors. The FrontLine system contains several standard formats for paper Work Orders. You can customise these formats to add fields (or reduce fields), barcodes, pictures, company logos etc. Below are some examples of the standard work order formats that you can select.

Maintenance Work Order No: P1532 Page 1 of 1  
08/10/06 15:55:11

Site	MILLBROOK	Millbrook International	Date Issued	08/10/06
Asset	BOIL-04	BOILER04	Requested	Department
Location	EXTERNAL/BOILER HOUSE		Position	Telephone
Task	BOIL - 18W	BOILER 18 WEEKLY INSPECTION		
Primary	Person	Team	Trade	No of Men
Additional	MAY	D	T	0
			Authorized	Work Type
			0	Permit
Priority				Priortly

Done by: \_\_\_\_\_ Date: \_\_\_\_\_ Time taken: \_\_\_\_\_

Comments: \_\_\_\_\_

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Work Required \_\_\_\_\_

Parts Required Spares Nil

Maintenance Work Order No: P1532 Page 1 of 1  
08/10/06 15:55:11

Site	MILLBROOK	Millbrook International	Date Issued	08/10/06
Asset	BOIL-04	BOILER04	Requested	Department
Location	EXTERNAL/BOILER HOUSE		Position	Telephone
Task	BOIL - 18W	BOILER 18 WEEKLY INSPECTION		
Primary	Person	Team	Trade	No of Men
Additional	MAY	D	T	0
			Authorized	Work Type
			0	Permit
Priority				Priortly

Work Required \_\_\_\_\_

Parts Required Spares Nil

Maintenance Work Order No: P1532 Page 1 of 1  
08/10/06 15:55:28

Site	MILLBROOK	Millbrook International	Date Issued	08/10/06
Asset	BOIL-04	BOILER04	Requested	Department
Location	EXTERNAL/BOILER HOUSE		Position	Telephone
Task	BOIL - 18W	BOILER 18 WEEKLY INSPECTION		
Primary	Person	Team	Trade	No of Men
Additional	MAY	D	T	0
			Authorized	Work Type
			0	Permit
Priority				Priortly

Work Required \_\_\_\_\_

Parts Required Spares Nil

Remarks: \_\_\_\_\_

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Work Done by: \_\_\_\_\_ Time Started: \_\_\_\_\_

Date: \_\_\_\_\_ Time Finished: \_\_\_\_\_

Work Complete: Yes / No \_\_\_\_\_ Time Taken: \_\_\_\_\_

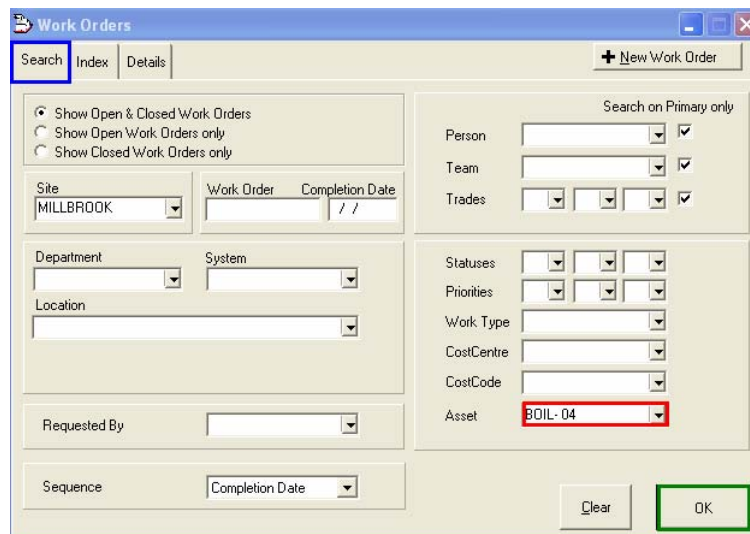
Work Order Format 2 - Single Action

In the previous chapter on Planned Maintenance a Work Order was generated. In this chapter we will follow that Work Order through the “Sign Off” process.



Fig 1

**Click** on the **Work Control** Icon in the FrontLine Maintenance Module (See Fig. 1)



The screenshot shows the 'Work Orders' application window with the 'Search' tab selected. The interface includes several search filters: 'Show Open & Closed Work Orders' (selected), 'Site' (MILLBROOK), 'Work Order' and 'Completion Date' fields, 'Department', 'System', and 'Location' dropdowns, 'Requested By' dropdown, 'Sequence' and 'Completion Date' dropdowns, and a 'Search on Primary only' section with 'Person', 'Team', and 'Trades' dropdowns and checkboxes. The 'Asset' dropdown is set to 'BOIL-04' and is highlighted with a red box. The 'OK' button is highlighted with a green box.

Fig 2

The Work Orders “Search” screen opens to find the work order associated to the asset BOIL-04 created in a previous chapter, type **BOIL-04** into the Asset field as indicated in red. **Click** the **OK** button shown in green. (See Fig. 2)

# Shire Systems FrontLine System Overview

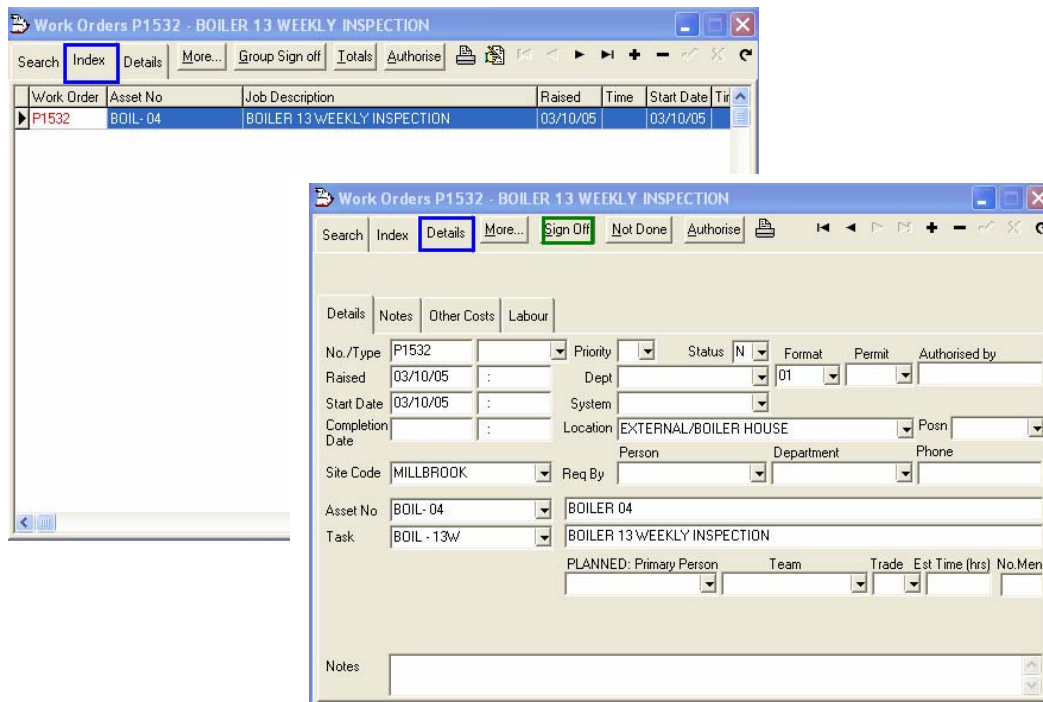


Fig 3

Above, shows the “**Index**” view displaying the result of our search and the “**Detail**” view of the individual record. Once the set task has been completed, the Work Order is ready for “Sign Off” – **Click** the “**Sign Off**” button highlighted in green. (See Fig. 3)

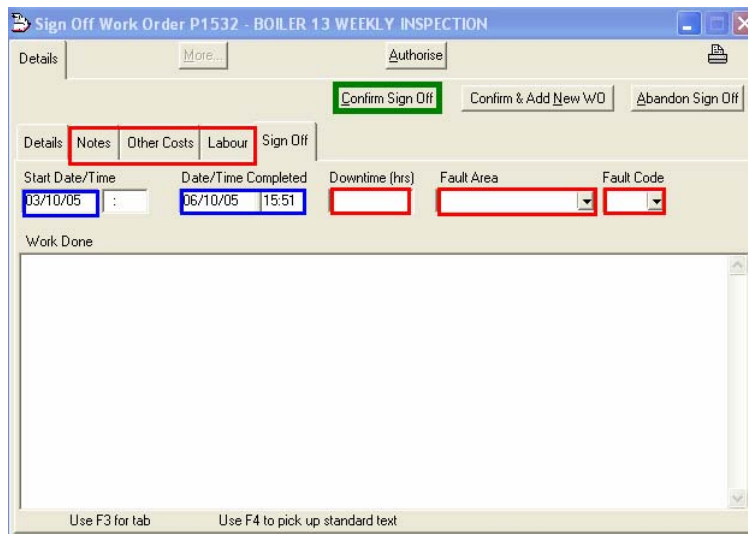


Fig 4

The Sign Off Work Orders screen appears.

The “**Start Date**” and “**Date/Time Completed**” fields are automatically populated with the scheduled date and the current date and time respectively. (Both can be edited to match actual Start & Complete dates and times). For a **quick & simple** sign off, **Click** on the “**Confirm Sign Off**” button. This will close the Work Order and mark the record as “Closed”, creating an event (a piece of history) within the system.

The tabs & fields highlighted in Red allow you (if required) to add even more information when you sign off the work order:

**Notes:** Allows you to add work done notes, observations etc.

**Other Costs:** Allows you to add spare parts and materials used, including costs.

**Labour:** Allows you to add details of who did the work and how long they took including costs.

**Downtime:** You may want to record this elapsed time against an asset that has broken down – e.g. Time the fault was reported to the time the asset was returned back to working condition.

**Fault Area & Fault Code:** Used to categorise the reason for the job, allowing you to identify and analyse through “reports” problematic areas of your plant and equipment.

(See Fig. 4)

# Shire Systems FrontLine System Overview

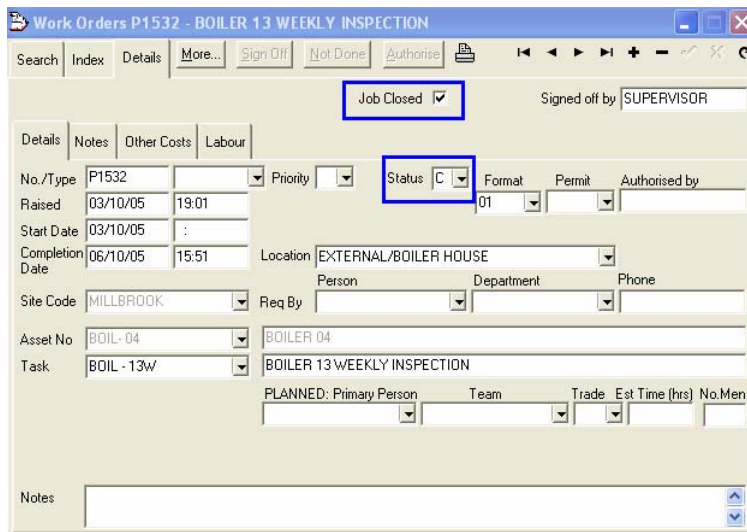


Fig. 5

The Work Order is now marked as “**Job Closed**” and the **Status** has automatically changed to “**C**” for complete. We have looked at a Work Order created and signed off from Planned Maintenance. This next section looks at raising a Work Order to cover a **Corrective** or **Breakdown** situation. (See Fig. 5)



Fig 6

**Click** on the **Work Control** Icon in the FrontLine Maintenance Module (See Fig. 6)

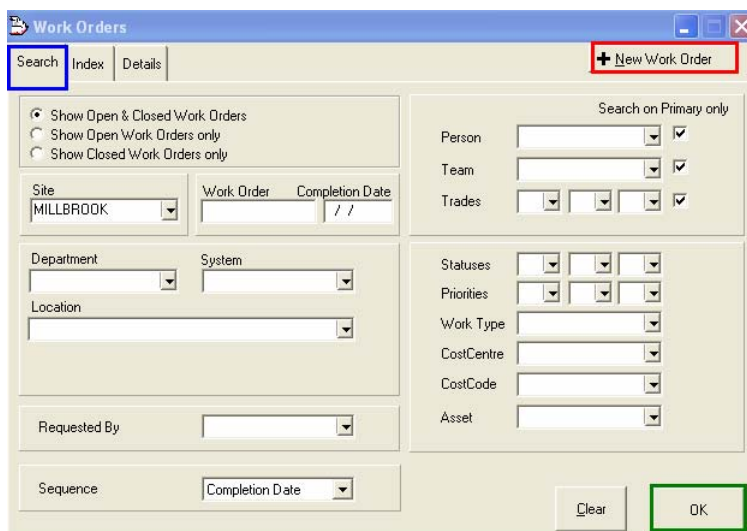


Fig. 7

The Work Orders “**Search**” screen will appear, **Click** on the “**+ New Work Order**” (Add New Work Order) button then **Click** the **OK** button. (See Fig. 7)

# Shire Systems FrontLine System Overview



Fig 8.

The Add Work Order screen appears. By typing in the letter “C” in the field identified as “No/ Type” and then tabbing to another field, the system will automatically add the next available Work Order number in the “Corrective/Breakdown” series of Work Orders. The example shows **C0485** from the Standard Demo Data. (See Fig. 8)

Fig 9

The fields highlighted in Blue represent typical fields that you may wish to populate, this will provide essential information for the engineers so that they can carry out the task efficiently. How many fields you fill in will also reflect in your ability to search and report on outstanding and completed work. (See Fig. 9)

# Shire Systems FrontLine System Overview



PLANNED:	Primary Person	Team	Trade	Est Time (hrs)	No.Men
	A DRIP		PL		

Fig. 10

The newly raised electronic work orders can now either be processed on the screen, transferred to a hand held PDA or printed to paper for distribution to the designated engineer. On completion the “Sign off” process is the same as explained earlier. (See Fig. 10)