

3.19.1 Work Order and Maintenance

Work orders are the instructions to operational or maintenance staff to carry out some work on assets. This can range from initial inspections to major maintenance. In business process terms, work orders are preceded by notifications or work requests which are basically a report of some event triggered by an asset failure. Notifications are translated into action in some type of dispatch procedure through work orders.

The notification/work order process can also be used to plan and monitor all other asset related costs such as power and materials if required. In that way all operational costs are logged through assets. The basic process is illustrated in the diagram below:

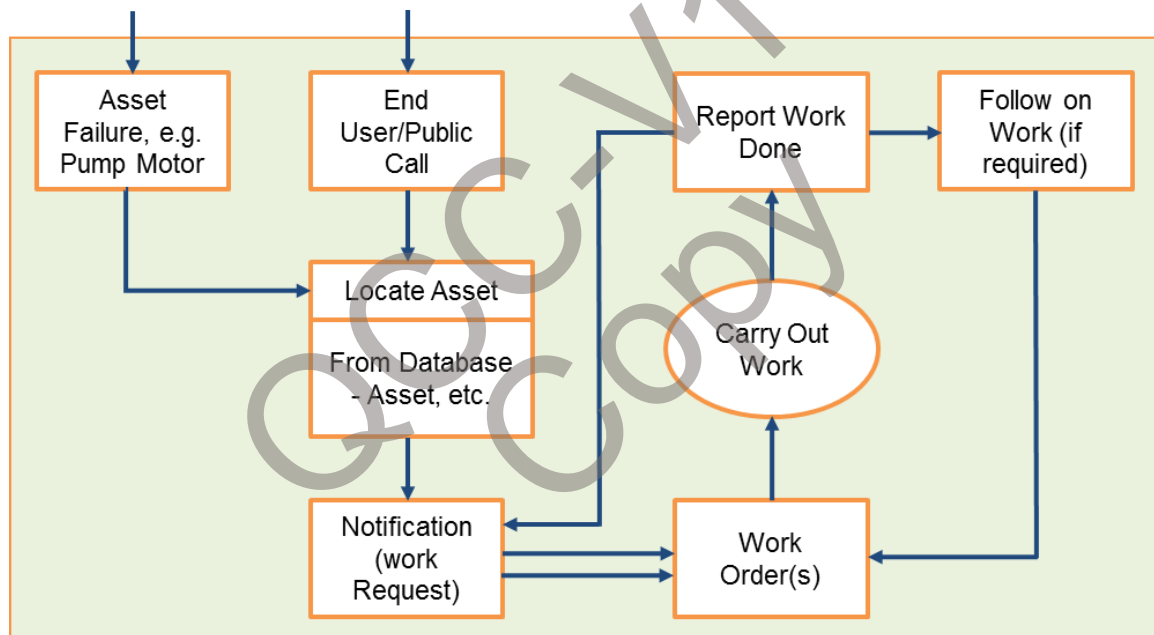


Figure 3-6: Notification / Work Order Basic Process

Prior to commencement all repair works, including major/emergency and minor shall be agreed and/or confirmed by the Engineer in advance so that the relevant orders can be placed with the Contractor. Work Orders shall be allocated priorities depending on situation and circumstances, thus:

- iv. Emergency Work (Priority 1)
- v. Major Work (Priority 2)
- vi. Minor Work (Priority 3)

The CMMS shall support all aspects of work order management, including work order generation, planning, work organization, scheduling, completion, resource management and monitoring.

The System shall automatically generate work orders initiated in alarm conditions, accumulated runtime or calendar time. Work orders generated shall specify a particular task to be accomplished including the manpower, material and tools needed to accomplish the work.

The CMMS shall provide automatic warnings and signals interlinked with the PLC to provide the needed isolations when carrying out corrective or preventative work.