

Direct Scheduled and Routine Work

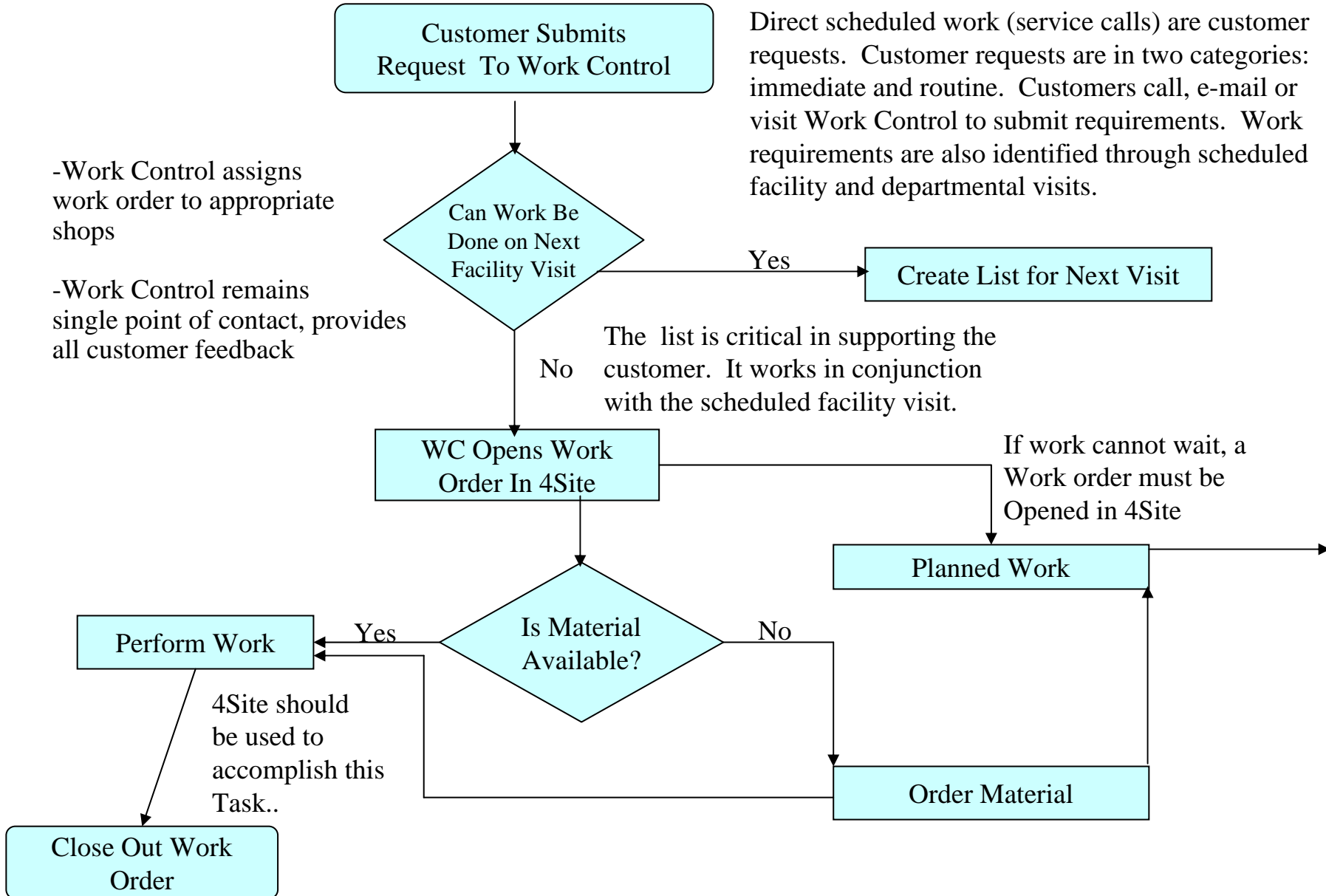
Direct scheduled work (service calls) are customer requests. Customer requests are in two categories: immediate and routine. Customers call, e-mail or visit Work Control to submit requirements. Work requirements are also identified through scheduled facility and departmental visits.

-Work Control assigns work order to appropriate shops

-Work Control remains single point of contact, provides all customer feedback

The list is critical in supporting the customer. It works in conjunction with the scheduled facility visit.

If work cannot wait, a Work order must be Opened in 4Site



Planned Work
Continued

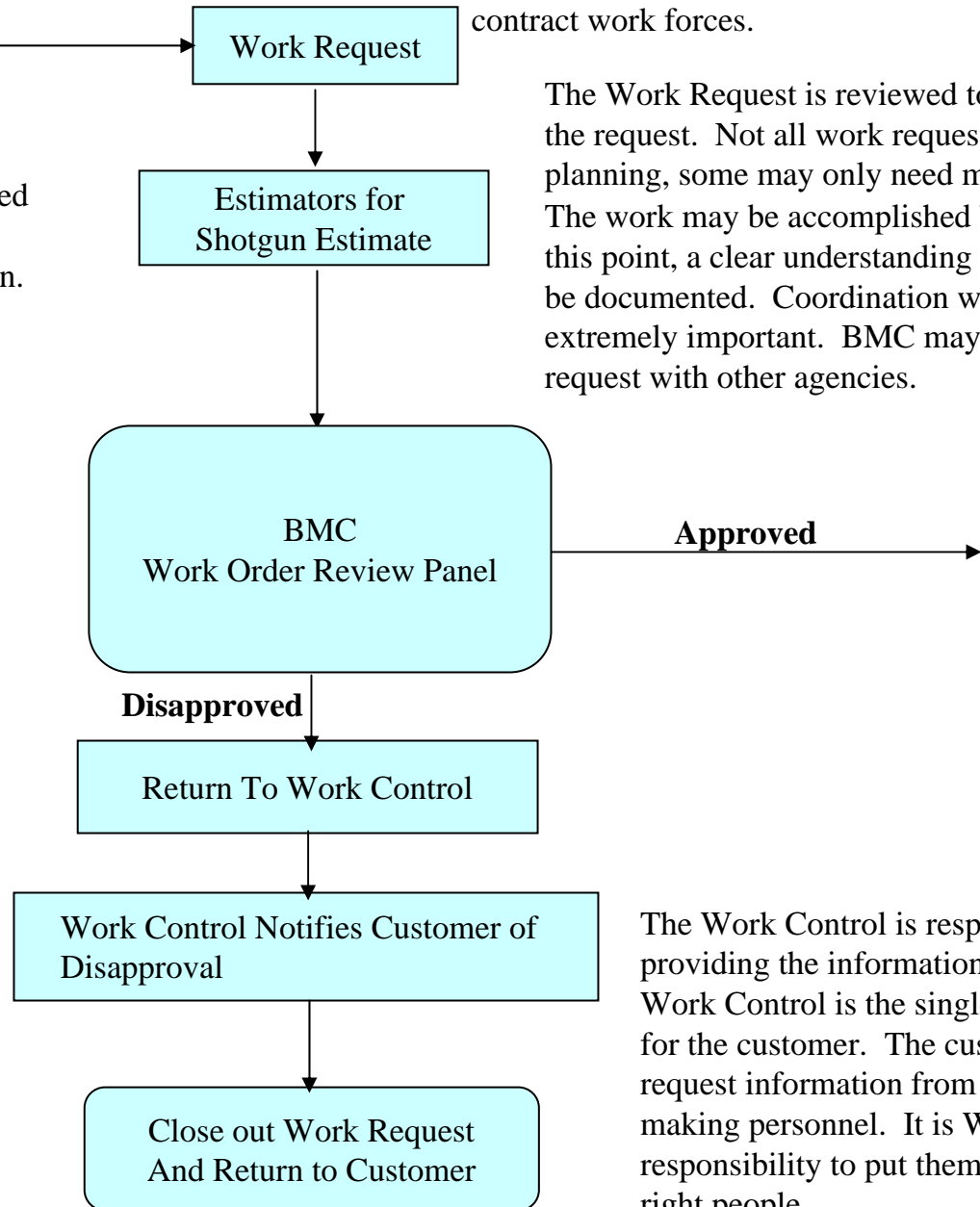
Planned work requires, capitalization, detailed planning, and may be accomplished by in-house or contract work forces.

The Work Request is reviewed to determine the scope of the request. Not all work requests need extensive planning, some may only need material or man-hours. The work may be accomplished by another Element. At this point, a clear understanding of the requirement must be documented. Coordination with the requestor is extremely important. BMC may elect to coordinate the request with other agencies.

Planning may be accomplished within the respective shop or through the estimating section.

Work may be disapproved because it:

- Exceeds resource capability,
- Is not authorized work based on policy,
- A funding avenue is not available, and/or
- Has adverse environmental impacts, etc.



The Work Control is responsible for providing the information back to customer. Work Control is the single point of contact for the customer. The customer may elect to request information from the decision-making personnel. It is Work Control's responsibility to put them in contact with the right people.