

WORK ORDER STANDARDS AND EXPECTATIONS

Standards – Submitting Work Order

- What types of work requires a work order?
 - When a maintenance issue exist that you cannot fix
 - Work orders are used to determine staffing and facility needs
 - Work orders are used to determine new equipment needs
- How much detail is needed in a work order?
 - Enough to get the job done efficiently
 - Stick to the facts
 - Keep it simple + explain the issue – ex. Communication board has no power
 - Describe what it is not working, include what is functional
 - A picture is worth a thousand words – Always include a picture of the issue
 - A good work order will allow the technician to arrive with everything needed to complete the repair

Standards – Maintenance Expectations

- Timeline from start to finish - 5-step process
 1. **Submittal** - Done By store
 2. **Assignment** - By Facilities Supervisor (*Within 72 Working Hours*)
 3. **Acceptance** (pick-up) - By Technician (*Within 72 Working Hours*)
 4. **Technician on site** (*Time to Address Depends on Priority Level*)
 5. **Work completed**
 - Business days are defined as Monday thru Friday
- Priority levels, Four basic categories in descending order
 - Emergency – Immediately Call AC + Maintenance Lead, Submit Workorder
 - Anything that causes store closure or threat of harm to personnel
 - Handled as soon as possible
 - High – Submit Work Order
 - Health, safety, or property is at risk. Service is severely impeded
 - Technician onsite within 24 hours of pick-up
 - Medium – Submit Work Order
 - Needs to be address, causes no immediate interruption to service
 - Technician onsite within 6 days of pick-up
 - Low – Submit Work Order
 - Superficial issue that causes no interruption to service
 - Technician onsite within 14 days of pick-up

Feedback of for Maintenance Team

- Who decides when a work request has been completed?
 - Everyone directly involved in the process
 - Technician makes repairs based upon manufacturer's specifications and closes the work order when those specifications have been verified
 - In the case of no manufacturer's specifications availability, Best on Block (BOB) standards are used
 - Taco Bell Brand specific equipment has specifications set by Taco Bell Corporation and must meet those requirements
 - Those specifications can be found on My Taco Bell
- What if the repair doesn't meet my expectations?
 - Verify job completion and sign off on the work performed
 - Corrigo provides total transparency from beginning to end
 - Technician notes are available and can be seen throughout the repair process
 - Use the message system to communicate with the assigned technician
 - Rate the process
 - Please be sure your expectations are the same as the manufacturer's, Taco Bell Corporation, or the North Texas Family BOB standards
- If there is a concern regarding the professionalism of the technician when onsite or offsite contact the Maintenance Department lead

Lookouts / Potential Causes of Delay

- The sooner a work order is entered, the sooner it will get addressed
- All work orders must be submitted via Corrigo portal
- Phone Calls, texts and emails will not be accepted
- Emergency protocols will remain the same