



UNIVERSITY OF WEST FLORIDA
Facilities Management

Pensacola, FL 32514-5750
Effective April 27, 2005, Revised: August 6, 2020
Reviewed July 1, 2024

STANDARD OPERATING PROCEDURE # FAC 5.020

Subject: Work Order Prioritization

Purpose: Establish consistency of assigning priorities from submitted work requests.

Policy: To follow the priorities listed below to provide excellent customer service.

Procedures: Please assign the following priorities when processing work requests:

- | | | |
|-----------------|----------|--|
| Priority | 1 | Safety and Health
Floods
Utility Interruption
Toilet Constant Flush
All Lights Out
Exterior Lights
Security Issues
Leaks
Lockout
Hot/Cold Calls |
| Priority | 2 | Those Greater Than 30 Days Old
Food Service Equipment
Preventative Maintenance
Individual Light Out |
| Priority | 3 | Signage
Legal Mandated Inspections |
| Priority | 4 | Routine Painting
Renovations |



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