



UNIVERSITY OF WEST FLORIDA
Facilities Management

Pensacola, FL 32514-5750

April 27, 2005

Revised: August 6, 2020

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

Developed by: Facilities Maintenance

Approved by:

A handwritten signature in blue ink, appearing to read "Anthony Fisher".

Anthony Fisher
Superintendent
Facilities Maintenance

A handwritten signature in blue ink, appearing to read "Melinda S. Bowers".

Dr. Melinda S. Bowers
Associate Vice President
Administration/Facilities Management