

INSTITUTIONAL DIRECTIVE 4-5

December 3, 2007

Title: Physical Plant Maintenance

I. Purpose

To establish a comprehensive maintenance program that will maintain institutional facilities in a high state of repair with a minimum of disruption to the educational activities of the college.

II. Policy

It is the policy of Piedmont Technical College to maintain the facilities and grounds of the college at a level of high quality.

III. Responsibilities

- A. The Director of Physical Plant has overall responsibility for the physical plant.
- B. The Associate Engineer has specific responsibility to implement work orders, supervise and modify as required, the maintenance program as outlined herein.
- C. It is the responsibility of instructors and staff to report any maintenance issues to any divisional secretary/receptionist who will submit a work request through the web-based work order system "Maintenance Direct" (www.myschoolbuildings.com). Access is available to all full-time employees of the college by calling the Work Order Coordinator at ext. 8335, and leave a message if there is no answer.
- D. Work Order Function
The Physical Plant uses, MaintenanceDirect, a web-based work order system that is an online work management tool that helps streamline the entire work order process. This system:
 - 1. Enables requesters to submit work requests and check the status of requests online
 - 2. Enhanced routing with programmable logic to manage and automate approval and assignment of requests
 - 3. Allows technicians to receive and complete work assignments online. Records labor and purchase transactions

IV. Maintenance Classifications:

- A. Preventive Maintenance - This program consists of monthly, quarterly, semi-annual, and annual inspections. Each technician is assigned a Preventive Maintenance Work Order. The Supervisor will verify the work performed and forward the work order to the Work Order Coordinator for data collection and entry into the web-based system.
- B. Programmed Maintenance - This program consists of the scheduling of and completion of the day-to-day as well as long-range maintenance requirements. This is accomplished by a work order system and assignment by each supervisor.

Office of Responsibility: Senior Vice President

- C. **Unscheduled Repair** - This program consists of call in or requirements that cannot wait for routine preventive maintenance.
1. Maintenance personnel are available daily to repair equipment or facilities that break down between scheduled preventive maintenance .
 2. To obtain this service faculty and staff members should enter an on-line work order request or call the Work Order Coordinator at ext 8335, 8727, or 8332, and provide the following information:
 - a. The nature of the problem
 - b. The room number
 - c. The priority
 - d. The name of the requesterOnce the Work Order Coordinator receives the request, he will forward the work order to a Maintenance supervisor who will review, assign a priority and technician.
 3. Work orders that cannot be accomplished without special parts will be deferred until the parts arrive. No work order will be held over 30 days, unless deemed beyond our control (parts or expense). Outstanding work orders will be reviewed and evaluated to determine an action plan.
 4. Application of work among the various priorities will be handled in the following manner:
 - 1st - Life/Safety Issues
 - 2nd - Classrooms and/or student laboratories
 - 3rd - Physical Plant
 - 4th - Offices and business areas
- D. **Emergency Maintenance** - This is maintenance that must be initiated immediately to prevent injury, loss of life, damage to the facility, to restore power or other essential utilities, or to respond to other maintenance problems that appear to warrant immediate corrective action.
1. During **normal** working hours, emergency requirements will be called to Public Safety at ext. 8000. Caller must indicate precisely the nature and location of the problem.
 2. In the evening (5:00 to 10:30 p.m.) during the week, call the Director, Academic Support & Evening Services or Public Safety, in that order at ext. 8674, 941-7673 or Public Safety/Premise Security at ext. 8000. Problems involving suspected utility problems will be reported to the appropriate commercial facility and to the Associate Engineer. If the problem is life threatening or main facility problem, the Director of Physical Plant and the Vice President – Admin Affairs will be called.

Commercial Telephone Numbers:

- a. Sprint Repair Service 611 or 1-800-788-3600
- b. Duke Power (24 hour customer service) 227-3868
- c. Fire Department 911
- d. County Sheriff 911
- e. Ambulance Service 911
- f. Greenwood Police 911

E. Functions and Setups

Maintenance **must be** notified at least 5 days prior to scheduled functions or events by entering a work order request.

Those requirements that are known in advance and require maintenance action of some type for accomplishment. Examples: setting up the activity buildings for school functions, placing tables and chairs for different events. The following information must be included in the work request:

1. The date and time the action is required and the date and time for removal and cleanup.
2. A sketch or drawing of exactly what is needed and where is requested. Call the Work Order Coordinator at ext. 8335 to submit this information.
3. Any special equipment required

F. The Conference Center Administrator schedules the Multi-Purpose building (106N, 108N, and picnic shelter) for all activities. The Student Activities Director will coordinate with the Conference Center Director who will confirm/approve date, time for all requests, and publish an activity listing.

V. Procedures

- A. The Work Order Coordinator will submit all (labor, materials, etc.) charges at the end of the month to account holder and the business office.
- B. The Associate Engineer and Work Order Coordinator will continuously monitor work orders daily and defer to the preventive maintenance program those that can be completed within the prescribed time frame. A report of completed work orders showing description of work done, hours, account number and chargeable amounts will be reviewed by the Maintenance Manager monthly - then forwarded to the Director of Physical Plant for review. This report is submitted to the Finance Office.
- C. Maintenance requests that will change the physical appearance of a room or a building must first be approved by the President before accomplishment; for example: moving doors, fixed cabinets and furniture, repainting areas. The following procedures must be followed:
 - a. Prepare a detailed memo of the request and forward it through the respective Dean to the Director of Physical Plant.
 - b. The Director of Physical Plant will review the request and forward it to the President for approval.
 - c. Work request disapproved will be returned to the originator.
 - d. Work requests approved will be sent to the maintenance supervisor who will assign them a routine work order number and inform the requester.

Original on File 12/3/07
Approved for Publication Date

Moves & Set-up Form

(Section I) (Section II)

Section I: Moves (office, classroom, lab)

Person Requesting Move: _____ Date _____

Index/Account _____

Date Requested for Move: _____

From: Location (Bldg/Room): _____ To: Location (Bldg/Room): _____

Preferred Move Requested - Date & Time: _____

Indicate following to be moved (Circle):

Computer	Yes	No
Fax Ext#: _____	Yes	No
Telephone Ext#: _____	Yes	No
New Lock Request	Yes	No
Reason _____		

(Note: Issuance and turn-in of keys must be co-ordinated with Director of Public Safety)

Conditions and Guide Lines for Packing

(After Approval)

- 1) **Furniture (such as desk, bookcase, file cabinet, credenza, etc.) must remain in existing office unless permission is granted by Facilities Director.**
- 2) Secure all valuables such as laptops.
- 3) Packing - Unload and pack any items in file cabinets, bookshelves, desk, etc.
 - a) Use boxes that can be moved with a hand truck that will fit through the door (example – paper box, small computer box).
 - b) Do not overload any box.
 - c) All boxes must be taped securely
 - d) All boxes must be marked with your name and new office number.
 - e) It is highly suggested that all breakable items or personal items are removed by requestor.
 - f) Computer, Keyboard, Monitor - mark each item with your name and new office number.
- 5) Please clean up trash in your area and place in proper receptacles.

Action will not be taken on the above request until the approval process is finalized. All signatures must be completed before forwarding this request to Facilities Director.

Note: A minimum of 10 working days is required for scheduling

Signatures required:

Requestor Signature _____	Date _____
Supervisor Signature _____	Date _____
Dean or Dept Head Approval _____	Date _____
Facilities Director _____	Date _____

After approval, the Facilities Director will forward copies to appropriate areas:

Director – Public Safety & Tech	Facilities Engineer	Manager, Admin Resources
Communication Coordinator	Inventory Coordinator	Janitorial Services
Conference Center Administrator	Move & Set-up Coordinator	
Associate Vice President, Instructional Support & Technology		

Move & Set Up Form

(Section I) (Section II)

Section II: Setup

(Such as events, club functions, intramural request, faculty/staff requests, Multipurpose Building, Picnic Shelter, Field)

Person Requesting Set Up: _____ Date _____

Contact

Person _____ Ext. _____

Index/Account _____

Building/ Room

Required for Set Up: Date: _____ Time: _____

Required for Break Down: Date: _____ Time: _____

Event Name

Note: A minimum of 5 working days is required for scheduling

1. Requirements:

a. A proposed detail layout is required – attach to form

b. Electrical Needs: (Requestor must furnish extension cord) _____

c. Tables – Number Needed: _____

d. Chairs – Number Needed: _____

e. Other Needs:

All signatures must be completed before forwarding request to Facilities Director

1) Requestor Signature _____ Date

2) Conference Center Administrator (Only if MP, Shelter, Field) _____ Date

3) Supervisor Signature _____ Date

4) Dean or Dept Head Approval _____ Date

5) Facilities Director _____ Date

After approval, the Facilities Director will forward copies to appropriate areas:

Director – Public Safety
& Tech

Communication Coordinator
Move & Set-up Coordinator

Facilities Engineer

Inventory Coordinator

Conference Center Administrator

Manager, Admin Resources

Janitorial Services

Note: A minimum of 5 working days is required for scheduling

Piedmont Technical College
Project Planning and Approval Form
(Construction, renovations and special request)

Project Description: (attach detailed sketch /layout) _____

Location (Building / room): _____

Requested Start Date: _____

Estimated Completion Date: _____

Estimated Project Cost: (your best estimate for the project) _____

Est. Budget: Project _____ Furniture _____ Equipment _____ Total _____

Account # (budget established for this project?): _____

Special equipment setup: (equipment that requires dedicated electrical circuitry or special needs): _____

Data /Telephone Requirements: (how many computers and layout – telephone moves / needs) _____

Furniture or equipment needs: (purchase new furniture or equipment – detailed list) _____

Contact Person -requestor: (name, ext., e-mail) _____

Approvals:

Requestor Dean: _____

Requestor Vice President: _____

President: _____

Senior Vice President, Administrative _____

Director of Facilities: _____

1. Action will not be taken on the above request until the approval process is complete.
2. The ***Requestor*** will forward to the Director of Facilities a signed copy of the approved ***Project Planning and Approval Form***.
3. If a budgetary estimate from a contractor or Facilities Management is needed, this process will take place after approval of this form. Once a renovation cost is confirmed by the contractor or facilities management and if it exceeds your estimated cost, the Director of Facilities will meet with the requestor to discuss the project and budget.
4. The approved project will be scheduled and forwarded to the Facilities Engineer.