Priorities of Work Orders

Work orders are treated as one of three priorities: Emergency, Rush, and Routine Maintenance.

**Emergency**

Emergencies are situations which pose an immediate threat to personal health or safety, or major damage to buildings, equipment, or other property. The Service Center handles emergencies immediately.

**Rush**

Rush work orders are urgent situations which pose a threat (non-immediate) of equipment damage, loss of research, or a serious disruption of University operations. Whenever possible, rush work orders are handled on the day they are received.

**Routine Maintenance/Preventative Maintenance (PM)**

Routine and Preventive Maintenance work orders are issued to maintain equipment in a serviceable condition. A computerized preventive maintenance program produces more than 10,000 work orders per year. Work orders are for scheduled inspections, service, and replacement of equipment.