

Reporting Facility Issues and Work Orders Management

Facilities maintenance issues typically arise from two sources: client complaints (Complaint Work Orders) and routine inspections by the service team or maintenance contractors (Routine Inspection Work Orders).

1. Handling Client Complaints

- **Importance:** Complaints from facility users must be addressed and resolved promptly. Sometime delays can lead to service penalties in some Facilities Management contracts.
- **Action:** Prioritize and rectify complaints timely to ensure service continuity, user expectation and to avoid potential penalties.

2. Managing Issues from Routine Inspections

- **Proactive Resolution:** Issues identified by the service team or maintenance contractors should be resolved internally to prevent escalation into user complaints.
- **Planning:** Carefully manage and plan rectifications, considering impact on clients' business, equipment operability, budget, and resource allocation.

3. Role of Maintenance Contractors

- **Responsibilities:** Maintenance contractors are responsible for servicing equipment to ensure functionality and good working condition. Their tasks include inspecting assets, measuring parameters, cleaning, and maintaining equipment parts.
- **Reporting:** Contractors document any issues, such as worn-out or broken parts, in service reports and recommend repairs or replacements to the Facilities Manager.
- **Decision Making:** Facilities Managers must use technical and risk evaluations to decide whether to open a Routine Inspection Work Order or defer rectification. A factual approach to decision-making is crucial.

4. Reporting Facility Issues

A good report on facility issues should include:

- **Problem Statement:** Clearly describe the problem.
- **Root Cause Analysis:** Identify the causes of the problem.
- **Risk Assessment:** Outline the risks if the problem is not resolved.
- **Recommended Action:** Suggest corrective measures.
- **Benefits:** Highlight the benefits of the proposed solution.

Key Take Away

- **Complaint Work Orders:** Must be promptly attended to, to minimize service disruption and avoid service penalties.
- **Routine Inspection Work Orders:** Should be managed with careful planning, considering the impact on clients, budget, resources, and equipment operability.

By following these guidelines, Facilities Managers can ensure efficient and effective management of facility issues and work orders.

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