



# MAINTENANCE OPERATIONS STANDARD PRACTICE

Work Order Standard  
Operating Practice

INSTRUCTION NUMBER:  
75-0002

## What is CMMS?

CMMS stands for Computerized Maintenance Management System, eMaint is the CMMS we use for moving equipment through all stages of the Gravity Production process (from initial Inspection to Final Quality Control). eMaint lets you enter in all needed work orders electronically, when properly managed, eMaint can prioritize the order in which equipment is worked on and ensures success, by matching the skill level of the technician to the skill level of the work order. It tracks equipment through the entire Gravity Production process to ensure that equipment meets our standards.

### iii. Work Order Types & Definitions

Open / History:  
Job Status: Open

**WO TYPE:**

**TASK #:** AUCTION REQUEST  
AUCTION REPLY  
LONG TERM REPAIR  
CORRECTIVE  
DOT INSPECTI  
GPS  
MAKE READY  
PU REPAIR  
TSB  
WARRANTY REP  
BRANCH OPERATIONS  
QC REPAIR

Asset Desc:  
Model No:  
Category:  
Sub-Category:  
Labor Operation:  
Operation:

Labor Operation  
Guide Hours:  
Labor Guide  
Hours(old):

### III. Work Order Types & Definitions

There are 15 work order types currently used in eMaint. consisting of:

#### 1. AUCTION REQUEST

This work order type is created by the branch for assets they determined have reached or exceeded the equipment's service life potential and are requesting an asset service life cost vs. benefit analysis be performed to determine if auction is the next appropriate course.

#### 2 SUBLET REPAIR

This work order type is used to document external sublet vendor for on/off site repairs and services. Note: Sublet repair details must be documented in the comments section of the eMaint work order.

#### 3. BRANCH OPERATIONS

This work order type is used for any type of Drivetime, Shipping & Receiving, Safety, Field, Building Maintenance, & Research and development Labor Operations.

#### 4. CORRECTIVE

This work order type is used for unscheduled maintenance repairs to correct deficiencies as they occur.

### 5. DOT INSPECTION

This work order type is used for DOT inspections utilizing the checklist that meets Part 396.17 periodic inspection regulations. It should be performed on every asset annually.

### 6. GPS

This work order type is used for GPS installs, troubleshooting, and repairs.

### 7. LONG TERM REPAIR

This work order type is the default for open work orders that has been open longer than 31 days. **NOTE:** All open corrective work orders in the system will be automatically changed to this work order type after 31 consecutive days.

### 8. MAKE READY

The Make Ready work order type outlines all the required tests and inspections items specific to a selected asset type following a checklist format to verify the asset is 100% ready. The make ready work order type is intended to be the initial assessment required to be performed on all assets every time they return to a branch. If this initial first make ready inspection reveals that additional corrective repairs are needed, a second make ready work order is required to be created and performed on the asset after the repairs are completed to serve as a (FQC) final quality control inspection. The equipment should only pass inspection if ALL standards are met.

### 9. PM

This work order type is used for scheduled servicing, repairs, inspections, adjustments, and replacement of parts that result in fewer breakdowns and fewer premature replacements and achieve the expected life of the equipment. This includes recurring maintenance in accordance with manufacturer's recommendations. (Oil and filter change, etc) There are checkoff lists associated with this type work order. This type of WO should always be started from within the Asset PM Schedule.



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## 10. PU REPAIR

This work order type is used for tracking repairs performed internally on company owned pick ups

## 11. QC REPAIR

This work order type is used to document quality control related corrective work performed to assets on the ready line with issues found, misdiagnosed assets, when an asset comes back, or requires a redo of work that was already supposed to have been done or wasn't performed the right way the first time. Supporting pictures and videos of the issue must be always be taken and uploaded into BOX and then attached to the work order, along with thorough descriptive details of the issue in the Comments field anytime this work order type is used. Otherwise no labor time will be given.

## 12. TSB

This work order type is used for all Gravity Technical Service Bulletins.

## 13. WARRANTYREPAIR

This work order type is used to document repairs performed to assets &/or parts that have active warranty coverage.

## 14. ASSET SWAP

This work order type is used for substitutions or exchanges of one existing mobile asset for another having the capacity to perform the same function.

## 15. FORKLIFT INSPECTIONS

This work order type is used to perform daily inspections on forklifts following the daily fork inspection checklist