

opsdog

WORKFLOW

UTILITIES

General Facility Maintenance

EPN 2.0 FORMAT

The OpsDog Service Industry Hierarchy

- Utilities
 - Telecommunications
 - Business & Consumer Services
 - Healthcare Operations
 - Leisure & Hospitality
 - Media Services
- Production & Generation
- Transmission & Delivery
 - Operations & Maintenance**
 - General Facility Maintenance**
- Utilities Customer Service
- Renewable Energy
- Energy Retailing
- Sewage Treatment Plant

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General Facility Maintenance: Workflow

- A** New Work Identification
- B** Work Order Planning
- C** Work Order Execution

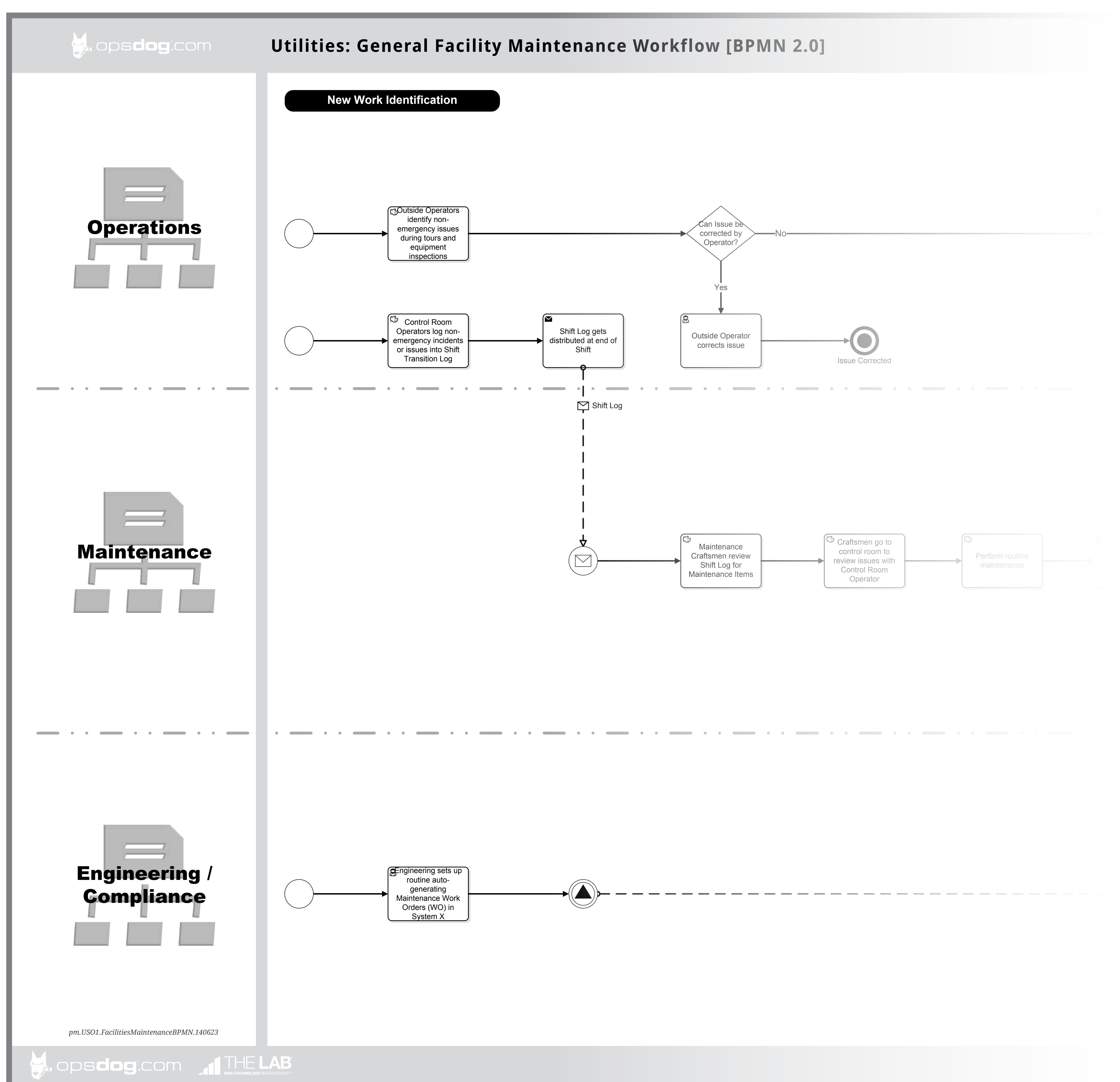
Workflow Description

The identification and resolution of non-emergency facility maintenance issues. Includes new work identification, work order entry and planning, and work order execution.

Legend

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT



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