



## **What's Your Status?** (Just Hold on There)

In a recent Computerized Maintenance Management System (CMMS) assessment I discovered something I had never seen before. The system being evaluated contained 25,000 + Work Orders with a status of "Hold". When I asked why, it was explained to me that these particular Work Orders were important and they wanted them "held" by the system forever.

It was obvious there were issues with this explanation, a total lack of training on the functionality of their system coupled with no real work management flows or processes defined.

The intent of the Work Order status is to enable tracking of the Work Order during its life cycle (i.e. from creation to completion). While some systems have the status embedded within them and are unchangeable, others are configurable. The status should be identified as a result of developing the organizations work management work flow and processes. If utilized correctly work awaiting parts, scheduled work, ready to schedule work, etc. can quickly be located and utilized to identify where the Work Order is in its life cycle.

Want to learn more? Join us at the CMMS-2011 Computerized Maintenance Management Summit for session CMMS 101 - A Computerized Maintenance Management Primer.

People and Processes, Inc.