

**BY ORDER OF THE COMMANDER
59TH MEDICAL WING**

59TH MEDICAL WING INSTRUCTION 32-1002

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Civil Engineering*



WORK REQUEST PROCEDURES

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This instruction implements Air Force Policy Directive 32-10, *Installations and Facilities*. It establishes policies regarding the upkeep and alteration of real property in the 59th Medical Wing (MDW) as well as procedures for requesting construction projects, maintenance, and repair. Additionally, it defines areas of responsibility for any organization, whose function relates to processing work requests. This instruction is applicable to all personnel who are physically or administratively assigned to the 59 MDW. This instruction does not apply to the Air National Guard or Air Force Reserve. Refer recommended changes and questions about this publication to the Office of Primary Responsibility using the AF Form 847, *Recommendation for Change of Publication*. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual 33-363, *Management of Records*, and disposed of in accordance with Air Force Records Information Management System Records Disposition Schedule located at <https://www.my.af.mil/afrims/afrims/afrims/rims.cfm>

SUMMARY OF CHANGES

This interim change revises 59 MDWI 32-1002 by updating unit name.

1. Responsibilities.

1.1. Facilities Management:

1.1.1. The Director, Facilities Management Flight will:

1.1.1.1. Serves as the Chairman, Work Order Prioritization Committee.

1.1.2. Facilities Operations will:

1.1.2.1. Serves as liaison with 502d Civil Engineer Squadron (CEW) Operations Flight, Wilford Hall Ambulatory Surgical Center (WHASC) for scheduling and completing work requests submitted by 59 MDW organizations within the WHASC campus.

1.1.2.2. Serves as the primary point of contact (POC) for collecting and validating work request submissions.

1.1.2.3. Trains all newly appointed Zone Masters and Building Managers on the proper submission of work requests through the Defense Medical Logistics Standard Support (DMLSS) Customer Support Module.

1.1.2.4. Monitors all work requests through final completion and provides status updates to customers, as required.

1.1.2.5. Maintains a comprehensive database of submitted work requests using the DMLSS Facility Management Module, which documents all actions associated with work requests.

1.2. All 59 MDW Groups assigned personnel:

1.2.1. Group administrators or designees will serve as representatives for their respective group on the Wing Work Order Prioritization Committee.

1.2.2. Each group's Zone Masters/Building Managers will serve as points of contacts for work requests for their respective zone(s)/buildings.

2. Work Order Submission Process.

2.1. The work request submission process begins when an organization/functional area identifies a real property deficiency that requires the support of Facilities Management, and notifies their respective Zone Master or Building Manager. [Refer to AFI 32-1001, *Operations Management* for a description of real property and classification of work requests (Emergency, Urgent and Routine)] Non-real property work request not supportable by 502d CEW must be completed with a user initiated AF Form 9, *Request for Purchase*, through the Logistics Contractor Services Section and/or other avenues as required.

2.2. Self-help work will not be permitted inside any building owned by the 59 MDW without authorization of Facility Management.

2.3. The Zone Master or Building Manager will prepare the work requests using the DMLSS Customer Support Module.

2.4. The Facilities Management staff will review and validate the work requests prior to forwarding to the 502 CEW for assignment of a work order or direct scheduled work number and accomplishment of work.

2.5. Scheduled work orders will be prioritized and accomplished in the following order:

2.5.1. Life safety and security deficiency.

2.5.2. Command interests.

2.5.3. Real property deficiencies.

2.5.4. Equipment support.

2.5.5. Right-sizing moves.

2.5.5.1. Encompasses space utilization Space Working Group directed moves only. Refer to 59MDWI 32-1006, *Space Allocation and Utilization Program*, for more information on this process.

2.5.6. Furniture Support.

2.5.6.1. Encompasses vendor installs of new furniture only.

2.5.7. Group priorities.

2.5.8. Non-prioritized work orders.

2.5.8.1. Zone Masters and or Building Managers are responsible for providing justification to their respective group administrator or designee for the addition of non-prioritized work orders to the group priorities list.

2.5.9. Direct Scheduled Work (DSW) is defined as: as a quick method to authorized work that does not exceed 50 man-hours, does not require detailed planning, or extraordinary material cost. DSW's are classified as emergency, urgent and routine.

2.5.9.1. Priority 1 (Emergency). An emergency includes, but is not limited to, the failure of any utility, fire protection, environmental controls, security alarms, or a stopped-up sewer. Work required to eliminate an emergency condition will be responded to within 24 hours of notification.

2.5.9.2. Priorities 3A/3B (Urgent). Work that is not an emergency, but must be responded to and completed, or materials ordered, within 7 calendar days of receipt are classified as Urgent.

2.5.9.3. Priority 3C (Routine). Work that does not qualify as emergency or urgent work, can be accomplished within 30 calendar days after identifying the requirement or receipt of material. Material requirements must be processed within 14 calendar days of receipt.

2.6. Facilities Management staff will monitor progress on all requested work from initial submission to final completion and provide status updates periodically and/or as requested.

3. Work Order Prioritization Committee.

3.1. The Work Order Prioritization Committee will meet on a quarterly basis to discuss all work order prioritization, obstacles, scheduling, etc.

3.2. Within the committee, each group administrator or designee is responsible for prioritizing work orders relating to their respective group.

3.3. Facilities Management will ensure 502d CEW is informed of discussions and decisions made during the monthly committee meetings. This information includes work order prioritization decisions made by the committee members.

3.4. Group representatives will brief their respective group commander on the wing work order prioritization listing.

4. Zone Master and Building Manager Training.

4.1. Once identified, Zone Masters and Building Managers will receive initial and recurring training on work order preparation using the DMLSS Customer Support module. Training will include, but may not be limited to:

- 4.1.1. Access to the Customer Support module using the automated DMLSS system.
- 4.1.2. Proper information input for each field by the Zone Master or Building Manager.
- 4.1.3. Correct identification of the category to which a work request pertains.
- 4.1.4. General information for managing work requests within their respective zone.
- 4.1.5. Review of work request status through the use of the Facility Management module using the DMLSS system. The Facility Management module will enable Zone Masters and Building Managers to obtain status of their submitted work requests prior to requesting information from the Facility Management staff.

5. DMLSS System Utilization.

5.1. In order to support the automation of Medical Logistics related activities; the Facilities Management staff will use the automated DMLSS system to support real property maintenance, repair, and renovation projects.

GLENN A. YAP, Colonel, USAF, MSC
Administrator

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 32-10, *Installations and Facilities*, 27 March 1995
AFI 32-1001, *Operations Management*, 1 September 2005
59MDWI 32-1003, *Zone Master Program*, 6 April 2011
59MDWI 32-1006, *Space Allocation and Utilization Program*, 24 May 2011
Memorandum for ALMAJCOM/DRU A7, Policy to implement new Priorities, 13 June 2013

Adopted Forms

AF Form 9, *Request for Purchase*
AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

CEW—Civil Engineer Squadron
DMLSS—Defense Medical Logistics Standard Support
DSW—Direct Scheduled Work
MDG—Medical Group
MDW—Medical Wing
NCOIC—Noncommissioned Officer in Charge
POC—Point of Contact
WHASC—Wilford Hall Ambulatory Surgical Center

Attachment 2

WORK ORDER FLOW CHART

Figure A2.1. Work Order Flow Chart

