

# Omni Facility Services

## SSOP

### Online Work Order & Corrective Action Network

SSOP	QS06W.0001	Job Site:	Crop Procedure	Doc. Authorization:	Michael G. Cadotte
Process	WO & CA Network	Champion	M Cadotte		Dir Admin/Safety/QA
Ref:				Audit Authority:	QUEST

~ Revision Log ~

Rev. No.	Revision Date	Responsible Party	Summary of Change	PPE
0	07/08/11	M Cadotte	Creation of SSOP	None Required

**KEY:** SAFETY Safety Concern    PPE PPE usage requirement    REPORT Report action possible

#### 1 RESPONSIBILITIES

- The Omni Quality Executive Steering Team has final authority for the audit function of this Standard Sanitary Operating Procedure (SSOP) as assigned it by the Omni Managerial Committee.
- All employees are responsible for the implementation of the SSOP and further have the authority to suggest process changes and/or improvements to the IT department.
- All SSOPs will be reviewed during scheduled audits for accuracy and implementation as set fourth by the Quality Executive Steering Team.

#### 2 Equipment Needs

NO safety equipment required - Administrative Procedure

#### 3 Chemical / Cleaning Solution Needs

NO chemicals required - Administrative Procedure

#### 4 SPECIAL NOTES

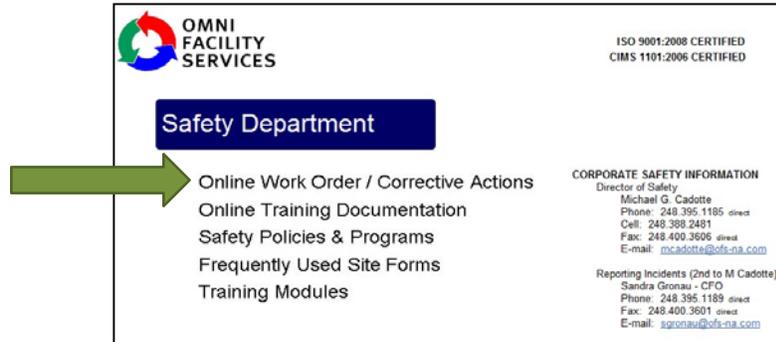
Note 1    Specific account setup beyond OFS Network required. See IT for account application.  
 Note 2    Glossary

WO	Work Order
CA	Corrective Action
WO-CA Net	Work Order Corrective Action Network
CLICK	Reference to clicking/selecting an object with your curser
SELECT	Reference to clicking/selecting an object with your curser
Radio button	Round 'button' you select by Clicking with your curser

## 5 WORK INSTRUCTION

### 5.1 Log In

- 1 Your exchange server and/or network log in does not link to the WO-CA Net. You must apply through OFS-IT for a WO-CA Net account
- 2 It's a good practice to mirror your WO-CA Net account to mirror your exchange-network accounts. Be sure to update both when altering one.
- 3 From any internet connection and web browser window access the WO-CA Net login by
  - a. [www.ofsna.com/safety.html](http://www.ofsna.com/safety.html) and selecting the Work Order System LINK
  - b. [online.ofs-na.com](http://online.ofs-na.com)
    - i. NOTE: NO 'www'

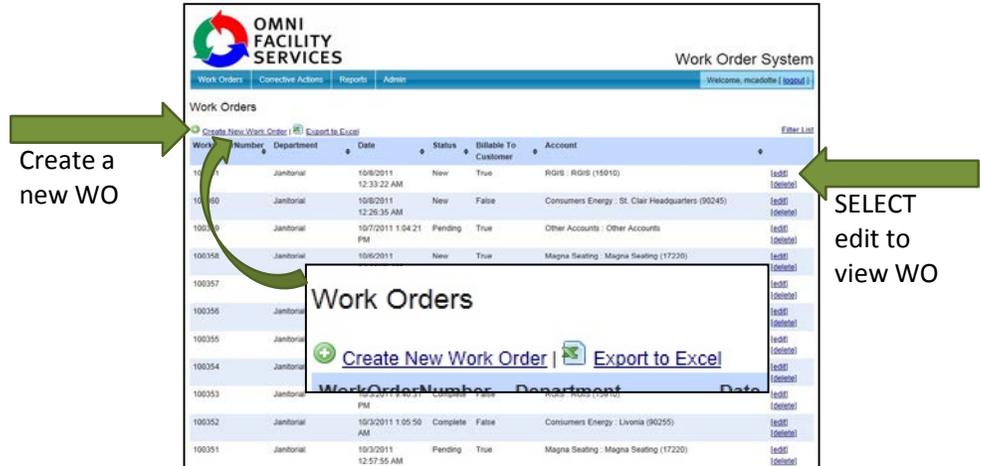


### 5.2 Work Orders

- 1 Upon successful login you will be taken to the WO-CA Net home page which shows the most recent WO's and CA's.
- 2 From here you can view the WO home page by CLICKing Work Order at top of the page



3 Once you arrive at the WO home page you may either view any current WO by SELECTING 'EDIT' from the far right.



4 Creating a new WO

- a. Once you have selected a new WO as listed in 5.2.3 above complete the top section of the WO by filling in all relative information. Note: your ID and date/time stamp are added automatically for you based on your login ID.
- b. Select your Department, account name and location if more than one. If only one location the system will detect this and enter the value in for you.
- c. Select your status using the guide below:
  - i. NEW for a new work order being assigned to another manager
  - ii. PENDING a work order that has been viewed and/or in progress towards completion.
  - iii. COMPLETE a work order that has been finished. Be sure to include a new comment in the 'Description of Work' section as to who verified the WO is complete and how. Add any other relevant notes on the completion as well.
- d. Select the date in which your WO is do.
  - i. If due the same day CLICK the radio button next to 'Complete Today'
  - ii. If due in the future CLICK the radio button to the right of 'Complete by' and either enter the full numeric date in to box to the right OR CLICK the icon and a calendar will appear. Find your due date and CLICK on that date.
- e. Select the Severity Level using the guide below:
  - i. Level 1 = common issues or concerns. No disruption to service, no major safety concern / injury and/or no threat to account stability.
  - ii. Level 2 = common issues that keep coming back, multiple failures on the same issue, safety concerns that could be serious if not addressed and any situation that could have a serious impact on account stability.
  - iii. Level 3 = all major injuries or safety concerns, all issues that directly have an account stability impact, loose of account type issues.
- f. Finally, Select the appropriate radio buttons on the final 3 'filter' questions that are designed to help further define your worker. Note: Billable refers to jobs above & beyond that would require a different invoice and billing amount other than the normal monthly bill. By selecting 'billable' a copy is automatically sent to the billing dept.



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- G. Next, type your specific issues, concerns or directives in the 'Description of Work' section (box middle of page).
  - i. System will time out unless you Save after 15 minutes. If you know you are going to spend a longer amount of time typing OR want to spell check your work then:
    - 1 Type your entire 'Description of Work' in MS Word
    - 2 Spell check (F7) your work and correct errors
    - 3 Highlight text, press CTRL-C (both keys same time) to copy
    - 4 Go back to WO and CLICK in the 'Description of Work' box and verify you have a flashing cursor.
    - 5 Press CTRL-V and paste text into box

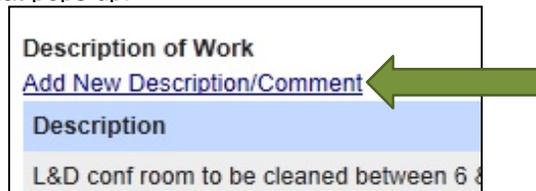
Description of Work

Enter text / paste text here (5.2.g)

**Office Use Only**

Assigned by \_\_\_\_\_ Assigned to \_\_\_\_\_

- ii. If you are updating an existing WO with more information / progress report CLICK on 'Add New Description / Comment' and enter information in window that pops up.

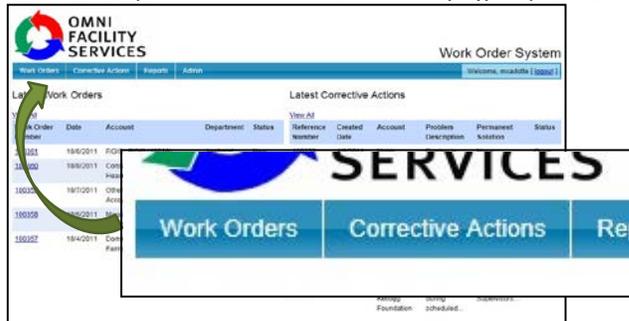


- H. Finally complete the sections you can in regards to who the WO is assigned by and to. If you are the initiator then this section may be left for Operations during their acceptance' of the WO.
  - I. Distribution and CC
 

Each work order has a pre-determined recipient tree of emails attached to it. Each email on file within that 'tree' or 'group' shall receive a copy of the email. In the event you wish an 'outside' party to receive a copy simply enter their name into the CC section. As long as that email address is in that space every update and every status change is also sent to that party.
  - J. CLICK 'Save' to complete your WO and enter it into the database network.

**5.3 Corrective Actions**

- 1 Upon successful login you will be taken to the WO-CA Net home page which shows the most recent WO's and CA's.
- 2 From here you can view the CA home page by CLICKing Corrective Actions at top of the page





## 5 Data Entry

Do keep in mind that you may not have all, or any, of the data for some of the data collection boxes when you initially open a CA. You probably will have to come back several times to complete.

- a. Problem Description  
this section of the CA is to be a DETAILED account of what the issue is. A one sentence statement typically is insufficient.
- b. Root Cause  
When opening a CA you may just have to type (determining) in the box until you know more. Root cause most of the time is NOT what when wrong – it's what allowed the issue to happen.
- c. Temporary Solution  
This is what you are doing right now to fix the issue. Sometimes this becomes part of the permanent corrective action but often it is only a short term 'fix' until more long term solutions are implemented.
- d. Permanent Solution  
This MUST be marked YES and completed before you can close the CA. These actions may include the temp. solutions but should expand from there into whatever else you are doing to train, correct and prevent future occurrences.

The screenshot shows a web form with the following sections:

- Problem Description**: A large text input box with a callout **5.3.5.a** pointing to it.
- Root Cause**: A text input box with a callout **5.3.4.b** pointing to it.
- Temporary Solution**: A text input box with a callout **5.3.4.c** pointing to it.
- Has A Permanent Solution Been Implemented**: A radio button group with  Yes and  No.
- Permanent Solution**: A large text input box with a callout **5.3.4.d** pointing to it.
- Status**: A radio button group with  Open and  Closed.
- Buttons**:  and

## 6 Update Data

Be sure to come back and update your CA as new data is discovered. You may find yourself actually changing, adding and even deleting items previously written. The goal is over a period of investigative time, to get to the true issues and corrections. This is NOT a quick fix issue.

## 7 Close CA

Once you have completely research all aspects of your CA issue and you have determined your Permanent Solution in 5.3.d.d above you are ready to close your CA.

- a. Note in the permanent solution box at the top the date and method in which you have verified the corrective actions have/are working.
- b. Change the radio button at the bottom from open to Close.
- b. SAVE the updates