

Operations & Maintenance

Operations and Maintenance drive work — preventive, predictive, and corrective.

WHY YOU'RE HERE

Assets are commissioned, registered, and scheduled. Job Plans trigger preventative work orders on time — and when something breaks or degrades, corrective work orders are raised against the specific asset. Every hour worked, every part used, every delay encountered is captured in the data layer.

WHAT HAPPENS HERE

- Work orders raised against specific equipment: Corrective (breakdown) and Preventative (scheduled)
- Priority levels enforced: Safety → Permit Compliance → Process → PM
- Status workflow managed: Pending → Assigned → In Progress → Waiting for Parts → Complete
- Technicians assigned by team: Operations, Instrumentation, Maintenance, Fleet, IT, SCADA
- Time to complete and labor hours recorded per work order
- Parts procurement links work orders to purchase orders in the financial system
- LOTO (Lockout/Tagout) procedures enforced for safety-critical work
- Fleet jobs, inspections, and diagnostics tracked through separate fleet module

DATA COLLECTED

Work Orders

`eims_workordereims`

Every job raised against a specific asset — type, priority, status, team, time to complete, date closed

LOTO Procedures

`eims_lockouttagout`

Lockout/Tagout safety procedures tied to work orders for energy-isolation compliance

Purchase Orders (Bridge)

`nex_purchaseorder`

Work orders that need parts create POs in the financial system — O&M costs flow directly into project financials

Job Plans → Work Orders

`eims_jobplan`

Preventative schedules fire work orders automatically based on recurrence; overdue status flags compliance gaps

Storeroom / Parts

`eims_itemmaster`

Item master, quantity, and vendor master — tracks part availability and procurement needs

ASK COPILOT

+ Which assets have had more than 5 corrective work orders in the last 12 months?

Pump Station 4 Main Pump: 9 corrective WOs, est. \$7,200 labor cost. Clarifier Drive Unit B: 7 corrective WOs, \$4,900 labor. Blower 2A: 6 corrective WOs, \$3,800 labor. All 3 are candidates for replace-vs-repair analysis.

+ What safety-priority work orders have been open more than 7 days?

3 Safety-priority WOs open >7 days: WO-2847 (Pump Station electrical panel, 12 days — waiting for parts), WO-2891 (confined space entry equipment, 9 days — assigned), WO-2903 (pressure relief valve, 8 days — in progress).

+ Show me PM compliance rate by team this quarter

Operations: 91% (highest). Maintenance: 78%. Instrumentation: 65% — 14 overdue PMs, mostly in Wetside. Maint. Electrician: 82%. Overall portfolio PM compliance: 79%, down from 84% last quarter.

DOCUMENTS

[Work Order History & Service Records](#)[LOTO \(Lockout/Tagout\) Procedures](#)[PM Checklists & Inspection Forms](#)[Operator Field Notes & Photos](#)[Parts Requisitions & Receiving Slips](#)[Safety Incident Reports](#)

WHAT THIS UNLOCKS

Every completed work order generates cost, time, and condition data. Accumulated over months and years, this becomes the intelligence layer — revealing which assets are failing, what they cost, and when capital investment becomes the right answer.

Next: Data & Insight →

POWERED BY

- EIMS App
- Power Apps
- Power Automate