



EVANTAGE SOLUTIONS SDN BHD

# **Computerized Maintenance Management System (CMMS)**

***USER MANUAL***  
***(Complete Work Order)***

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# DOCUMENT CONTROL

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## DOCUMENT REVISION HISTORY

Revision No	Revision Date	By	Description of Changes
1.0	10/06/2024	Najmi	First Version of User Manual – Complete Work Order

## Scenario

A scenario where technician already finish the job by either repairing or any sort of action to complete the work order. In this syllabus, we will guide on how to complete Work Order in CMMS Web Core.

## 1. Completing the Work Order (Work Order Module)

### What it's for

Describing the flow of completing the work order and notify the end user that the issue raised has been done before the closing the particular work order by Supervisor.

### Complete Work Order

- 1.1 On the left of the system, click on **Maintenance > Work Order**.

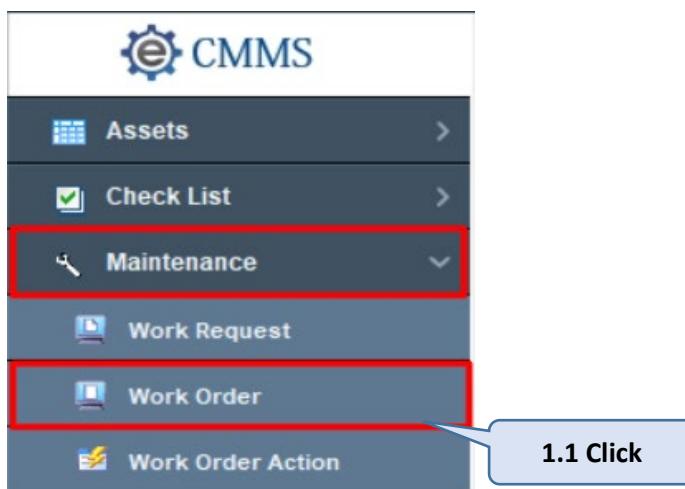


Figure 1.1

- 1.2 Work Order table view will pop up and data will retrieve. Click on **Define** button.

Work Order No	Asset No	Parent WO	PM Group	Category	Description	Charge Cost Center	Origination Date	Due Date
CWO100001	001100001			CMP	Stain	ESSB	09/01/2023 15:46	09/01/2023 15:46
PWO100001	001100001			OPE	1 MONTH	ESSB	07/02/2023 00:00	14/02/2023 00:00
PWO100002	001100001			OPE	1 YEAR	ESSB	10/01/2024 00:00	17/01/2024 00:00
PWO100003	001100001			OPE	1 MONTH	ESSB	07/03/2023 00:00	14/03/2023 00:00

Figure 1.2

1.3 Fill in define query criteria.

*(Note: Please refer “User Manual – Define Data Query” for detail information).*

Column	Operator	Value
Work Order No	like	<Work Order No>

1.4 Click on **Retrieve** button and records will be shortlisted based on query criteria.

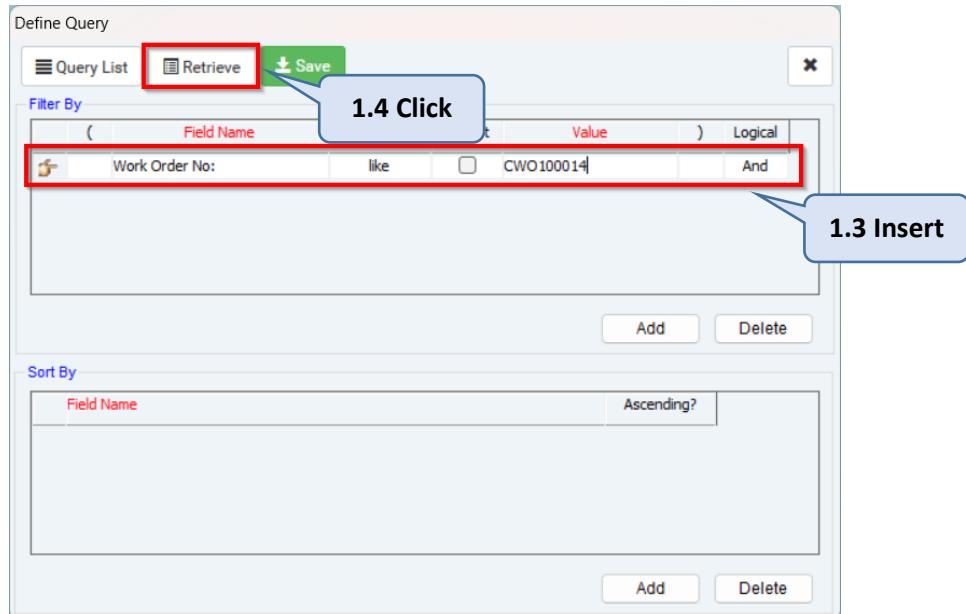


Figure 1.3

1.5 Click the **Dropdown** button on the right side and click on **Complete WO** to complete the work order.

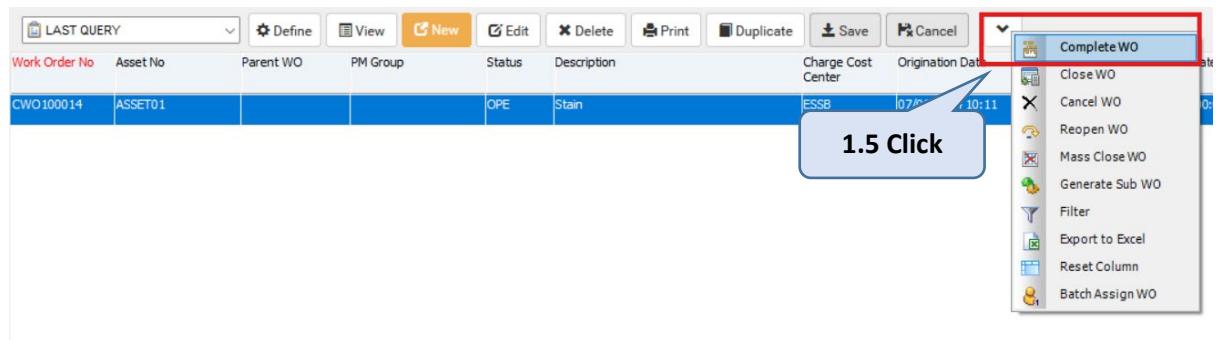


Figure 1.4

1.6 Fill in the mandatory field coloured in red:

Field	Value	Have Master File?
Corrective Action	: Clean the leaking part of the problem	NO
Cause Code	: LEAKING	YES
Action Code	: CLEAN	YES

(Note: Master file are control by System Admin).

1.7 Click on **Save** button and the records has been complete.

The screenshot shows a work order creation form. At the top, there are buttons for LAST QUERY, Define, View, New, Edit, Delete, Print, Duplicate, Save (highlighted with a red box and a callout '1.7 Click'), and Cancel. Below these are various input fields: Work Order No (CWO100014), Status (CMP), Asset No (ASSET01), Asset Status (ACT), Charge Cost Center (ESSB), Asset Group Code (001), Fault Code (STAIN), Description (Stain), Original Priority (1), Plan Priority, Origination Date (07/06/2024 10:11), Due Date (07/06/2024 10:11), Work Area (P2), Asset Location (GRINDING ROOM), Asset Level (L1), and Project ID. A blue callout '1.7 Click' points to the Save button. A red box highlights the 'Corrective Action' field, which contains 'Clean the leaking part of the problem'. A blue callout '1.6 Insert' points to this field. The bottom of the screen shows a toolbar with buttons for Details, Financial, UDF, Labor, Material, Special Order (PR), Outsource Contract (PR), Time Card, Misc, Tool, and Reference. On the right, there are additional fields for Supervisor ID, Planner, Approver, Assign To, Permanent ID, Temporary Asset, Approved, Safety, Work Request No, WR Origination Date, WR Due Date, and Parent WO.

Figure 1.5

1.8 The result can be seen whereby the status of the work order has changed from OP to CMP.

Work Order No	Asset No	Parent WO	PM Group	Status	Description	Charge Cost Center	Origination Date	Due Date
CWO100014	ASSET01			CMP	Stain	ESSB	07/06/2024 10:11	07/06/2024 10:11

Figure 1.6

## 2. Completing the Work Order (Work Order Action Module)

### Complete Work Order

2.1 On the left of the system, click on **Maintenance > Work Order Action**.

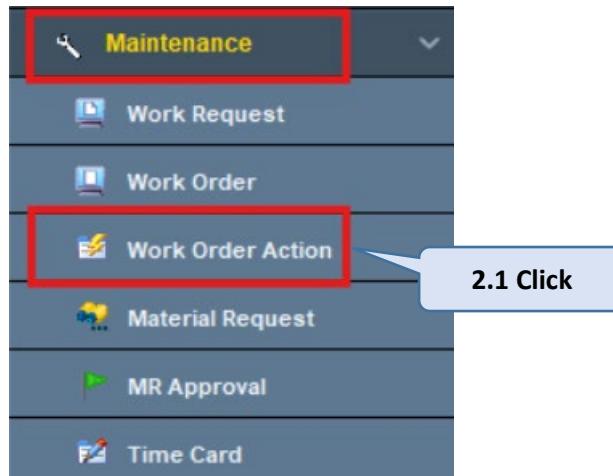


Figure 2.1

2.2 Work Order table view will pop up and data will retrieve. Click on **Define** button.

Work Order No	Asset No	Parent WO	PM Group	Category	Stain	Charge Cost Center	Origination Date	Due Date
CWO100001	001100001			CMP	Stain	ESSB	09/01/2023 15:46	09/01/2023 15:46
PWO100001	001100001			OPE	1 MONTH	ESSB	07/02/2023 00:00	14/02/2023 00:00
PWO100002	001100001			OPE	1 YEAR	ESSB	10/01/2024 00:00	17/01/2024 00:00
PWO100003	001100001			OPE	1 MONTH	ESSB	07/03/2023 00:00	14/03/2023 00:00
PWO100004	001100001			OPE	1 MONTH	ESSB	04/04/2023 00:00	11/04/2023 00:00
PWO100005	001100001			OPE	1 MONTH	ESSB	02/05/2023 00:00	09/05/2023 00:00

Figure 2.2

2.3 Fill in define query criteria.

*(Note: Please refer "User Manual – Define Data Query" for detail information).*

Column	Operator	Value
Work Order No	like	<Work Order No>

2.4 Click on **Retrieve** button and records will be shortlisted based on query criteria.

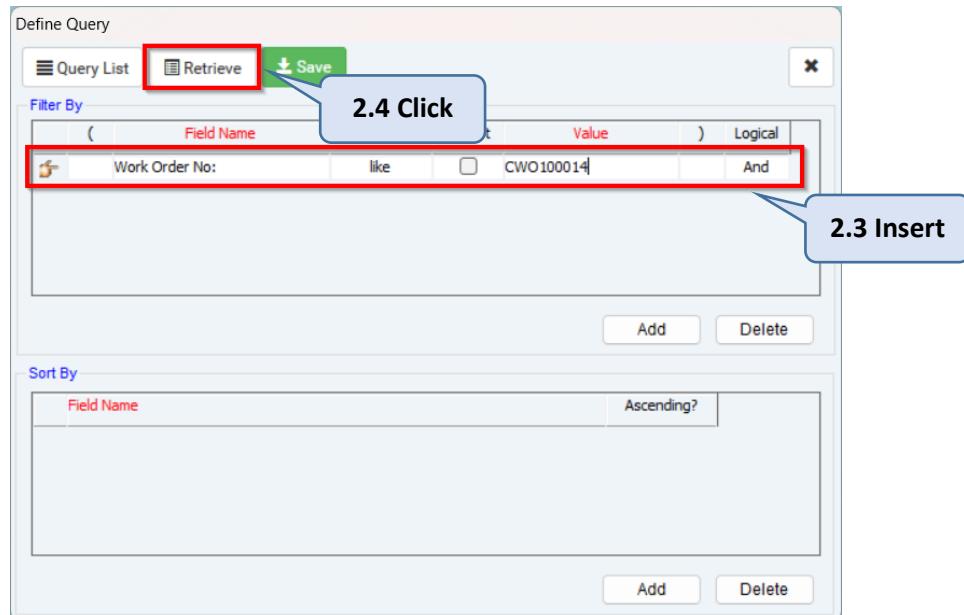


Figure 2.3

2.5 Click the **Complete WO** button to complete the particular work order.

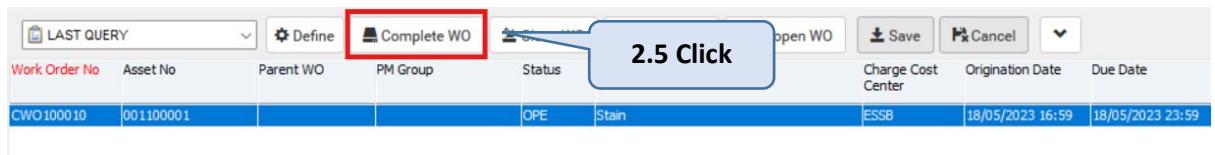


Figure 2.4

2.6 Fill in the mandatory field coloured in red:

Field	Value	Have Master File?
Corrective Action	: Clean the leaking part of the problem	NO
Cause Code	: LEAKING	YES
Action Code	: CLEAN	YES

*(Note: Master file are control by System Admin).*

2.7 Click on **Save** button and the records has been complete.

Work Order No: CWO100014  
 Status: CMP  
 Asset No: ASSET01  
 Asset Status: CONVENYOR  
 Charge Cost Center: ESSB  
 Asset Group Code: 001  
 Fault Code: STAIN  
 Description: Stain

Original Priority: 1  
 Plan Priority:  
 Origination Date: 07/06/2024 10:11  
 Due Date: 07/06/2024 10:11  
 Asset Location: GRINDING ROOM  
 Asset Level: L1  
 Project ID:

Originator: ADMIN  
 Phone: ADMIN

Corrective Action: Clean the leaking part of the problem

Cause Code: LEAKING  
 Action Code: CLEAN  
 Delay Code:  
 Work Type: BD  
 Work Permit Type:  
 Work Group: MECH

Completion Date: 10/06/2024 11:20  
 Close Date: 00/00/0000 00:00  
 Meter ID  
 Usage Reading: .00  
 Schedule Date: 00/00/0000 00:00  
 Status Change Date: 10/06/2024 11:20

Supervisor ID:  
 Planner:  
 Approver:  
 Assign To:  
 Permanent ID:  
 Temporary Asset:  
 Approved:  
 WO Print:  
 Safety:

Time Card  
 Misc  
 Tool  
 Reference

Figure 2.5

2.8 The result can be seen whereby the status of the work order has changed from OP to CMP.

Work Order No	Asset No	Parent WO	PM Group	Status	Description	Charge Cost Center	Origination Date	Due Date
CWO100012	001100001			CMP	Stain	ESSB	22/07/2023 13:10	22/07/2023 13:10

Figure 2.6