



EVANTAGE SOLUTIONS SDN BHD

Computerized Maintenance Management System (CMMS)

USER MANUAL
(Create Work Request)

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DOCUMENT CONTROL

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Revision No	Revision Date	By	Description of Changes
1.0	06/06/2024	Najmi	First Version of User Manual – Create Work Request

Scenario

During Production activity, 1 asset is breakdown and require support from Maintenance team to troubleshoot the issue. In this syllabus, we will guide on how to create Work Request using CMMS Core.

1. Create Work Request

What it's for

A work request is typically a formal or informal document submitted by an individual or department within an organization to request the completion of a task, project, or service by another individual or department. These requests can cover a wide range of activities, such as repairs, maintenance, IT support, administrative tasks, or project work.

Create New Work Request

- 1.1 On the left panel of the system, click on **Maintenance > Work Request**

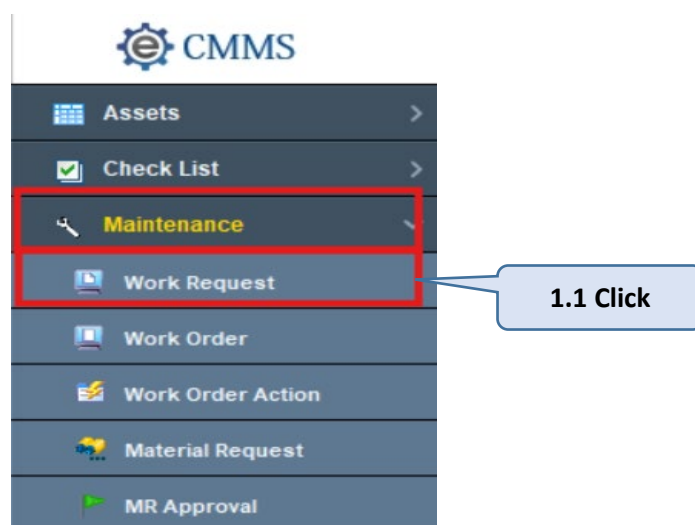


Figure 1.1

- 1.2 Work Request table view will pop up and data will retrieve. Click on **New** button to create new Work Request.

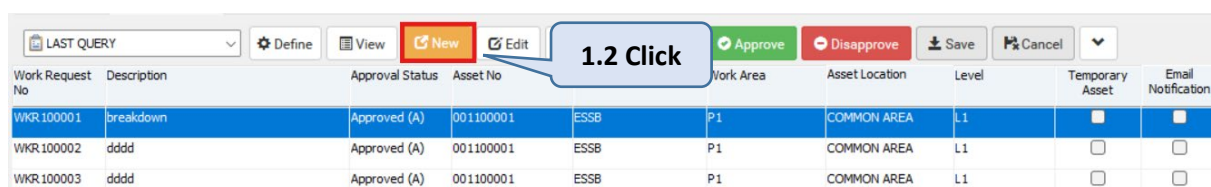


Figure 1.2

1.3 Fill in the mandatory field in red colour:

Field	Value	Have Master File?
Asset No	: <Asset No>	YES
Charged Cost Centre:	: ESSB	YES
Original Priority	: 1	YES
Work Group	: MECH	YES
Description	: MACHINE BREAKDOWN	NO

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

1.4 Click **Save** button.

The screenshot shows the 'Work Request' form. A red box highlights the mandatory fields: Asset No (ASSET01), Charge Cost Center (ESSB), Original Priority (1), and Description (MACHINE BREAKDOWN). A blue callout '1.3 Enter' points to the 'Work Area' field (P2). Another blue callout '1.4 Click' points to the 'Save' button in the top right toolbar.

Figure 1.3

1.5 Click **Save** button and the Work Request No. will be created.

The screenshot shows a 'Work Request' dialog box with an information icon and the message: 'The assigned Work Request No is WKR100014.' The 'OK' button is highlighted with a red box and a blue callout '1.5 Click'.

Figure 1.4

