



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**

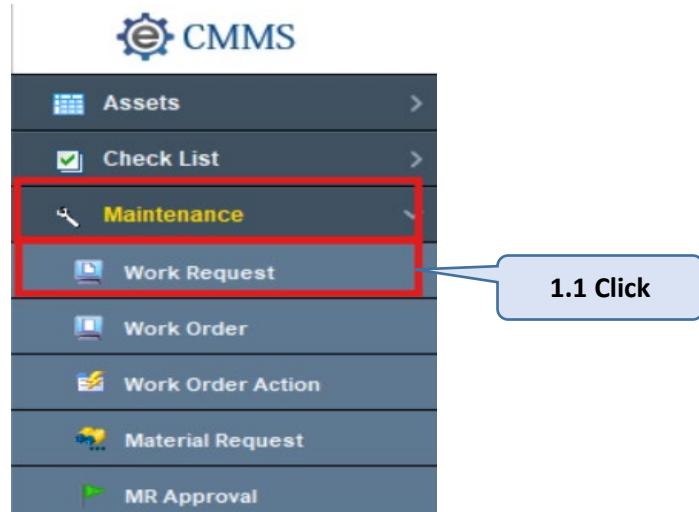


Figure 1.1

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

Work Request No	Description	Approval Status	Asset No	Work Area	Asset Location	Level	Temporary Asset	Email Notification
WKR100001	breakdown	Approved (A)	001100001	ESSB	P1	COMMON AREA	L1	<input type="checkbox"/>
WKR100002	dddd	Approved (A)	001100001	ESSB	P1	COMMON AREA	L1	<input type="checkbox"/>
WKR100003	dddd	Approved (A)	001100001	ESSB	P1	COMMON AREA	L1	<input type="checkbox"/>

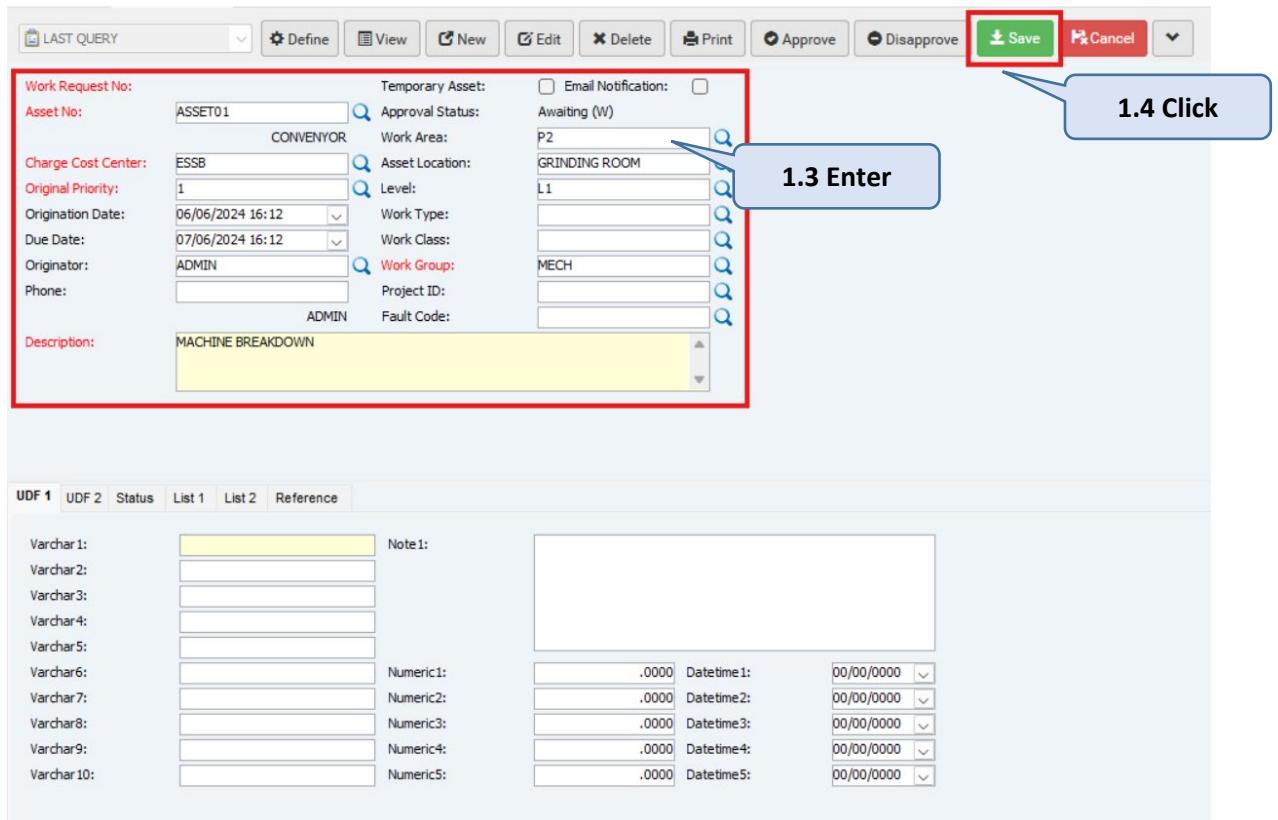
Figure 1.2

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 a software interface for creating a work request. At the top, there are several buttons: LAST QUERY, Define, View, New, Edit, Delete, Print, Approve, Disapprove, Save (highlighted with a red box), and Cancel. Below these are various input fields and dropdown menus. The 'Description' field, which contains 'MACHINE BREAKDOWN', is highlighted with a red box and labeled '1.3 Enter'. A blue callout points to the 'Save' button, which is also highlighted with a red box and labeled '1.4 Click'.

Figure 1.3

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

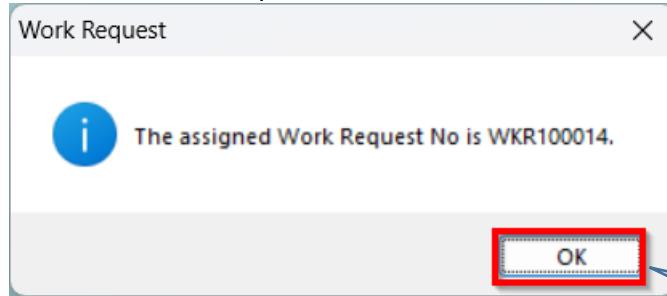


Figure 1.4

