



The Life of a Manual Work Order

How a CMMS can supercharge your maintenance work order process and save you up to an hour per work order

Work orders are the engine of your maintenance operation. Having a solid work order process ensures tasks don't get stuck in a backlog, asset health and facility uptime is improved, and team efficiency is optimized. But not all work order processes are created equal.

Manual work order processes are more time-consuming in the short-term and significantly more expensive in the long-term than automated systems.

A computerized maintenance management system (CMMS) can improve processes in:



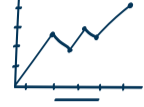
Creation



Work assignment and management prioritization



Management oversight and completion



Recording work order data for historical analysis

But don't take our word for it. Let the work order process speak for itself:

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1. Work request

The maintenance manager (or possibly the tech) gets stopped in the hallway by an employee requesting a work request

2. Work logged

The maintenance issue is recorded by the admin – often written on a cryptic, illegible sticky note

3. Whiteboard

The work request is written on a notebook or a whiteboard with lists of other requests making it difficult to prioritize and track.

4. Work order

A new work order is created, possibly in a separate logbook

5. Assigning the work order

The admin gives the technician a quick description of the work order the next day at a morning meeting often without proper documentation

6. Scheduling the work order

The technician puts the work order in their queue, then they'll get to it when they can

7. DETOUR: The project gets delayed

The lack of information (wrong asset, poor description, no contact information, etc.) – delaying the remedy and creating more work for the team

8. Complaints come in

The requester calls the manager to complain that the work order isn't done

9. Adjusting the work order

Having to spend time chasing down the work requester so they can adjust the work order

10. Ordering new parts to fulfill the work order (more delays)

More time and money is required to buy new parts to complete the order

11. The work order is finally completed

The technician performs the maintenance work, then (hopefully) alerts the admin or manager after completion

12. Documenting the work order (This step is usually skipped)

The manager logs the information from the technician onto a sticky note

13. Closing the work order

The work order is erased off a whiteboard

14. Confirmation

The requester chases down the admin to ask if the work order is completed

The life of an automated work order



1. Requesting process

With Brightly Software solutions, there are numerous ways for anyone to submit a maintenance request, from the browser, app or email



2. Task identification and work request

A maintenance admin is emailed an intelligently-assigned work request notification



3. Scheduling the work order

The admin properly prioritizes the work request, and the best available technician with the right skills and availability is assigned



4. Assigning and completing the work order

The technician gets an automatic notification on a mobile app with the work order



5. Documenting and closing the work order

The technician completes the work order and logs the information on the mobile app, with dynamic drop lists for quick data entry



6. Confirmation

All parties receive email updates along the way until the work order is completed



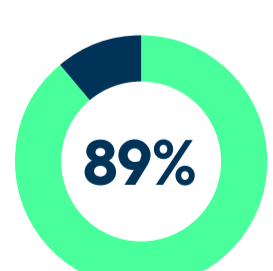
7. Analyzing the work order

Giving the manager many analytical improvements and other benefits, such as identifying concerning trends and areas for improvement

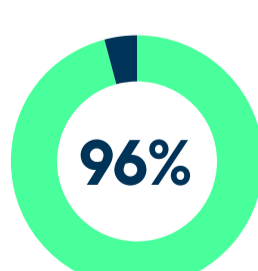


Make manual work orders a thing of the past

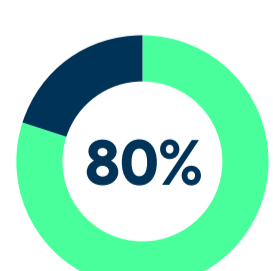
Choosing the right asset lifecycle management solution can accelerate your operations and have you running at peak efficiency



89% of companies use asset management solutions for faster work order management



96% of companies used automation to improve operational efficiency



80% of companies see reduced downtime by automating work orders

Brightly Software makes automation a breeze

Our world-class CMMS has helped more than 12,000 organizations accelerate operations, minimize errors, and boost efficiency, all while saving time and reducing costs.

Brightly clients have reported they have up to an hour on every work order cycle.

Have questions? [Let us know.](#)