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12-Month Schedule: A list of all major events projected to take place in the facility during each month for the next twelve-month period. This is a rolling schedule, updated monthly, that includes event type, date, and duration.

5 Whys: A technique for discovering root causes by repeatedly asking the question “Why?” until the fundamental reason for the problem is found.

8-Week Schedule: A list (by day) of all major facility events projected to take place during the coming eight-week period. This is a rolling schedule, updated weekly, that shows elapsed time (in hours) for each event.

A

ABC Classification: A system for identifying the relative importance of catalog materials. ABC Classification works by assigning to each item a code that indicates the amount of time and effort expended to manage that item.

ABC Code: A code that reflects an item’s usage value. The code “A” is used for items whose cumulative percentage of total usage value is less than 80%. “B” is used for items whose cumulative percentage of total usage value is less than 95%. “C” is used for all other items.

Accounting: The business function that handles company finances and disburses company funds. Some Accounting responsibilities include managing financial data and satisfying supplier invoices.

Accounting Clerk: A role within the Accounting function responsible for entering (and, in

some cases, routing for approval) invoices for assets, materials, and services.

Accounting System: The software system used by the Accounting function to manage and store financial data. The accounting system should be integrated with the organization’s EAM system for optimum performance.

Active Inventory: Inventory items that may reasonably be expected to be used within the next year.

Activity / Space Index: A system for physically organizing storeroom inventory that increases efficiency by maximizing turnover of the storage space closest to the front of the storeroom. Each item is assigned an index value in this system, and items with higher index values are stored nearer to the front of the storeroom.

Approver: A role responsible for reviewing and approving purchase requisitions. Approvers are authorized for different approval levels depending on the size of the purchase.

ARP: Asset Reliability Program.

Asset Management System: A systematic set of interconnected processes that governs how a company’s physical assets are managed across the organization and throughout the full asset life cycle.

Asset Module: see Equipment Module.

Asset MRO BOM: A list of materials needed to maintain a specific piece or class of equipment. (Sometimes called an asset BOM, equipment BOM, maintenance BOM, or MRO BOM.)

Asset Number: see Equipment Identification Number.

Asset Reliability Program: A cross-functional program, managed by the Reliability

Manager that analyzes equipment failures, predictive maintenance inspection data, and efficiency losses to improve asset performance and reduce maintenance costs.

Authorized Requestor: A member of Operations, Maintenance, Materials Management, or another function who is authorized to submit purchase requisitions for materials and services and to approve materials or services upon receipt.

Automatic Reorder: A software feature that allows the EAM system to reorder items automatically when the inventory level reaches a predetermined minimum value (i.e., reorder point).

Average Age of Completed Work: A KPI shows the percentages of completed work that is less than a week old, one to two weeks old, and more than two weeks old. Indicates how well a facility is doing with identifying work early enough to allow effective planning and scheduling—calculated as Number of Completed Work Orders for Each Date Range divided by Total Completed Work Orders.

Average Internal Lead Time: The average time it takes to approve and convert a purchase requisition into a purchase order. It is calculated as Requisition Date and Time minus Purchase Order Date and Time.

Average PO Lines Processed: The average number of purchase order lines processed per Buyer, calculated as Total Number of Purchase Order Lines Processed divided by Total Number of Buyers.

Average Supplier Lead Time: The average time it takes for a supplier to process and deliver a materials order. It is calculated as Purchase Order Date and Time minus Receipt Date and Time.

Average Total Replenishment Time: The average time it takes to procure an item once it has been requisitioned. Sum of internal lead time, supplier lead time, and carrier lead time.

B

Backlog: see Ready Backlog.

Benchmark: A tool to compare the performance of current business practices to those of other organizations (external and internal).

Best Practices: Proven processes that deliver measurable efficiency and effectiveness improvements.

Bid Analysis Program: A systematic method for identifying, weighting, and ranking all factors critical to a decision. It is used to evaluate supplier responses to RFPs.

Bid Result Confirmation: A formal document completed by the Project Team that indicates a recommended supplier based on a competitive bidding process results.

Bidding: The process of requesting, receiving, and evaluating multiple supplier proposals or quotations for a project or purchase. (Sometimes described as “going out to bid.”)

Bill of Materials: A list of equipment parts or materials needed to complete a job.

Blanket PO Release Number: A number that identifies an individual purchase release under a blanket purchase order.

Blanket Purchase Order: A long-term contract between a company and a supplier that allows for multiple purchase releases at different times throughout a set time period.

BOM: Bill of Materials.

Buyer: A role within the Procurement function responsible for purchasing needed services and materials from suppliers.

C

Calculated Work Order Priority: A work order code used to sort and prioritize the Ready Backlog. Calculated as the Equipment Criticality Code multiplied by the value associated with the Work Order Classification Code.

Capital Project: Any project that involves a significant amount of financial and labor capital, such as the acquisition and installation of new assets or infrastructure.

Capital Project Schedule: A schedule that displays all capital projects expected to occur within a specific time.

Capital Project Tracking: The process of monitoring and collecting data on capital projects from initiation through completion. This asset management model applies primarily to new assets acquired during the project.

Capital Spares: Catalog materials recorded on the balance sheet as equipment and depreciated but managed using the EAM system to allow better control. Capital spares should be recorded in the EAM system at \$0 to avoid double-counting their value.

Carrier: A third-party company or person responsible for transporting goods between the company and a supplier.

Carrier Lead Time: The time materials spend in transit, beginning when the supplier ships the goods and ending when the facility receives them. (Note: If the Supplier controls transportation, Carrier Lead Time is calculated as zero.)

Catalog Materials: MRO materials listed in the Materials Catalog.

Catalog Materials on a BOM: The percentage of catalog materials attached to at least one asset MRO BOM. Calculated as Total Number of Maintenance and Repair Catalog Records Attached to at Least One BOM divided by Total Number of Catalog Records.

Catalog Setup: The process of setting up an item in the Materials Catalog.

Catalog Setup Request: A formal request to add an item to the Materials Catalog. Catalog setup requests are submitted by Authorized Requestors from various teams and departments.

Catalog Setup Request Form: A designated form used to submit catalog setup requests.

Cause and Effects Analysis: A formal procedure for determining why an incident occurred by analyzing and creating a map of the cause-and-effect relationships leading to the event.

Cause Code: A closing code that indicates the reason an asset was underperforming.

Closing Codes: Work order codes entered when a work order is completed that provide information about the nature and cause of the problem. Closing codes include Problem, Failure, and Cause codes.

Committed Inventory: Inventory owned and maintained at Supplier's location dedicated for the facility.

Consignment Inventory: Inventory owned by the Supplier but managed and maintained at the facility.

Consignment Supplier: A supplier who agrees to own, manage, and maintain inventory for the company.

Contract Supplier Spend Percentage: The percentage of overall material spend (committed dollars) that are on a supplier purchase agreement or contract. Calculated as Total Material Spend on Contract divided by Total Material Spend.

Contracting: A systematic process for selecting and negotiating an agreement with a supplier or service provider. The contracting process is used primarily for high-dollar or complex purchases.

Contractor Cost Percentage: The percentage of total maintenance costs spent on contractors. Includes on-site but not off-site work. Calculated as Contractor Costs divided by Total Maintenance Costs.

Controller: A high-level role within the Accounting function that is responsible for participating in both the MRO Procurement Team and the MRO Materials Focus Team. The Controller also performs Inventory Test Counts.

Corporate Legal: see Legal.

Cost Code: A code used by Accounting to sort expenditures based on type or function.

Critical Equipment with Emergency Work: The total number of Emergency work orders on critical equipment.

Critical Equipment with PM / PdM Assigned: The percentage of critical equipment that has been assigned at least one PM / PdM routine. Calculated as Total Number of Critical Equipment with PM / PDM Assigned divided by Total Number of Critical Equipment.

Critical Spares: Spare parts, equipment, or materials that the MRO Materials Focus Team has deemed critical to the overall reliability of the operation.

Criticality Code: see Equipment Criticality Code.

Cross-Training: Providing training or experience in several different areas—for example, training an employee on several processes rather than one.

CSR: Catalog Setup Request.

Cycle Count: Systematic counting of a portion of total inventory on a periodic basis, such that all inventory lines are counted and reconciled in the course of a complete fiscal year.

Cycle Count Completion: The percentage of the monthly cycle counting goal that has been completed. Calculated as Number of Items Counted divided by Number of Items Requiring Count.

D

Daily Approval Meeting: A daily meeting between the Maintenance Supervisor, Maintenance Planner, and Operations Maintenance Coordinator to review outstanding work requests and discuss opportunities for RCA and/or FMEA.

Daily Approval Meeting Agenda: A form that provides the designated procedure for the Daily Approval Meeting.

Daily Scheduling Meeting: A daily meeting between the Maintenance Supervisor, Maintenance Scheduler, and Operations Maintenance Coordinator to prepare the next day's Daily Work Schedule.

Daily Scheduling Meeting Agenda: A form that provides the designated procedure for the Daily Scheduling Meeting.

Daily Work Schedule: A schedule of all work orders that Maintenance Technicians will undertake during the specified day.

DAM: Daily Approval Meeting.

Delay Code Occurrences for Month: A KPI that indicates the frequency of each type of delay incurred by Maintenance Technicians as they are performing assigned work.

Delivery: The process of moving materials from the storeroom to designated delivery zones in support of Maintenance activities.

Delivery Zone: A secure area designated for delivery of storeroom materials.

Direct Procurement: Procurement of goods that go into a company's finished product.

Direct Purchase: Procurement of an item that does not flow through stock; the material or service is direct charged to the work order.

Distribution of PM / PdM Work Types: A KPI that indicates the percentage of time spent of preventive and predictive maintenance work as opposed to other types of work. Calculated as Hours Worked on Each Work Type divided by Total Scheduled Hours.

E

EAM: Enterprise Asset Management.

EAM Catalog Manager: see Materials Catalog Manager.

EAM System: The enterprise asset management software system that is used to track and analyze asset data and related information (e.g., information about storeroom inventory, procurement processes, maintenance work order statuses, etc.). The EAM system is divided into separate but integrated modules that handle equipment, work, inventory, and procurement data.

EAM System Backlog: see Ready Backlog.

EAM System Catalog Number: see Catalog Number.

EAM System PO receipt: see PO Receipt.

EAM System Task List: see Task List.

EAM Work Capture Percentage: The percentage of total available maintenance hours that are captured as work order hours in the EAM system. Calculated as Total Work Order Hours Captured in the EAM system divided by Total Available Hours.

ECN: Equipment Change Notification.

Emergency Purchase Order: A type of purchase order used to procure goods quickly in an emergency situation, which bypasses the standard requisition routing and approval process.

Emergency Purchase Percentage: The percentage of total purchases that are emergency purchases. Calculated as Number of Emergency Purchase Orders divided by Total Number of Purchase Orders.

Emergency Work: A need for maintenance activity that must be addressed immediately because the situation involves actual or potential danger to life and limb, environmental hazard, immediate loss of production, or imminent property damage.

Emergency Work Order: A work order for emergency work. Emergency Work Orders bypass normal screening and approval processes and break into the Daily Work Schedule. They have a Work Priority Code of 1.

Emergency Work Percentage: The percentage of total maintenance work that is Emergency work. Calculated as Emergency Work Order Hours divided by Total Work Order Hours.

Employee ID: see Employee Identification Code.

Employee Identification Code: A unique identification number assigned to each employee at the facility.

EMR: Experience Modification Rate.

Engineering: The business function that handles design and construction for capital projects.

Enterprise Asset Management: A holistic approach to managing physical assets that uses information systems to track and analyze asset data across the organization and throughout the asset's life cycle.

Enterprise Resource Planning: Business management software—usually a suite of integrated applications—that a company can use to collect, store, manage, and interpret data from many business activities.

Environmental: The business function that manages the facility environment.

EOI: Expression of Interest.

Equipment Change Notification: A formal notification from Users to Materials Management, Procurement, and/or the MRO Materials Focus Team that a piece of equipment will be permanently retired, temporarily deactivated, or reactivated.

Equipment Criticality Code: A code that identifies the importance of a system, equipment, or component.

Equipment Database Manager: see Equipment Master Manager.

Equipment Focus Team: A cross-functional team composed mainly of Maintenance and Reliability personnel that is responsible for creating and maintaining the Equipment Master.

Equipment ID: see Equipment Identification Number.

Equipment Identification Number: A unique identification number assigned to each asset in the Equipment Master.

Equipment Master: The master database of information about a facility's physical assets (i.e., a collection of asset records) stored in the EAM system. Sometimes called the "asset registry" or "equipment database."

Equipment Master Manager: A role responsible for maintaining the Equipment Master.

Equipment Module: The portion of the EAM system that handles equipment data.

Equipment Spare Parts List: see Asset MRO BOM.

ERP: Enterprise Resource Planning.

ERV: Estimated Replacement Value.

Estimated Replacement Value: The estimated cost to replace an asset, based on the asset's current worth.

Excess Inventory: Storeroom inventory that is surplus to current operational needs (i.e., items whose stocked quantities exceed the defined maximum inventory level for those items).

Excess Inventory Identification: The process of identifying excess inventory.

Expedited Purchase Percentage: The percentage of material purchases that have non-standard delivery methods, including overnight, 2-day, and 3-day shipments. Calculated as Number of Expedited Purchase Orders divided by Total Number of Purchase Orders.

Expediting: The process of ensuring that all ordered materials are received by their due date. (The due date is usually the purchase order date plus supplier lead time, but it can also be a "required by" date on a work order)

or purchase requisition.) In some cases, expediting materials to arrive sooner than their normal due date may incur additional freight charges.

Experience Modification Rate: A multiplier used to adjust the annual insurance premium on a workers' compensation policy. The EMR is based on previous loss experience, so it is a good indication of a company's commitment to safety, and is one factor used to evaluate potential suppliers.

Expressed Warranty: A warranty based on the seller's statement of fact, oral or written, regarding the quality of the goods provided.

Expression of Interest: A formal indication of a company's intent to bid on a contract. EOIs are solicited when creating a shortlist of potential suppliers.

F

Facility: The physical infrastructure of a plant, including buildings and large pieces of installed equipment.

Failure Code: A closing code that indicates the part or component that failed on a piece of equipment. (Failure Codes are not required if the "No Failure" box is checked on the work order.)

Failure Code Occurrences for Quarter: A KPI that indicates the frequency of each type of equipment failure for a given quarter. Calculated by the number of occurrences of each type of Failure Code, or by cost per Failure Code.

Failure Mode and Effects Analysis: A step-by-step approach for proactively identifying all possible failures in a design, manufacturing, or assembly process, or in a product or service.

Finance: The business function that coordinates investments and financial resources for capital projects.

Fishbone Diagram: A type of chart used to illustrate the various causes that contributed to an event.

FMEA: Failure Mode and Effects Analysis.

FOB: Free On Board.

Free On Board: The point at which title to goods transfers. (Does not relate to freight charges.)

Free-Issue Area: An area of the facility designated for storing and dispensing free-issue materials.

Free-Issue Materials: Inventory managed by the Supplier and available to all personnel except for contractors. Products are usually consumable, with high usage volume and low dollar value.

Freight Cost Percentage: Measures freight cost as a percentage of total purchase order costs.

H

How Found Code: A code used when initiating new work requests that describes how the need for work was identified.

I

Implied Warranty of Fitness: A type of implied warranty that guarantees the item sold is suitable for a particular purpose. This type of warranty is more restrictive than an implied warranty of merchantability.

Implied Warranty of Merchantability: A type of implied warranty that guarantees the item

sold is of reasonable quality and will work for the ordinary purpose for which it is intended.

Inactive Inventory: Inventory items that are not expected to be used within the next year.

Indirect Procurement: Procurement of goods and services for internal purposes (i.e., that do not directly contribute to the product).

Internal Labor Cost Percentage: The percentage of total maintenance costs spent on internal labor. Calculated as Internal Labor Costs divided by Total Maintenance Costs.

Internal Lead Time: The internal time needed to place an order. Calculated as Purchase Order Date and Time minus Purchase Requisition Date and Time.

Internal Order Lead Time: see Internal Lead Time.

Internal Repair Receipt: A form in the EAM system used to receive parts that have been repaired internally.

Inventory: (a) A supply of available parts, materials, and other goods held in a storeroom or other storage facility on site. (i.e., stock). (b) A list of these items, either physical or stored in the EAM system inventory module.

Inventory Adjustment Reason Code: A storeroom code used to indicate the reason why inventory records were adjusted. An Inventory Adjustment Reason Code must be recorded for each inventory adjustment.

Inventory Control: The process of maintaining accurate inventory records by (a) identifying discrepancies between physical stock and EAM system inventory records, (b) adjusting inventory records to correct discrepancies, and (c) analyzing discrepancies and

adjustments to help prevent future discrepancies.

Inventory Disposal and Investment Recovery: The process of eliminating obsolete or surplus inventory and, where possible, recouping some of the original cost.

Inventory Module: The portion of the EAM system that handles storeroom inventory data.

Inventory Optimization: The process of optimizing minimum and maximum inventory levels based on anticipated demand, expected costs, and relative importance.

Inventory Test Counts: Physical verification of random, representative samples of items recorded in the EAM system's inventory module. Inventory Test Counts are used to assess the accuracy of inventory records.

Inventory Turnover Rate: The number of times inventory is sold or used over a certain time period. Useful for benchmarking across industries, companies, or divisions, but too ambiguous to be used at the facility level. Calculated as Total Usage Value divided by Average Inventory Value on Hand.

Inventory Turns: The number of times storeroom value is turned over in a year.

Inventory Value on Hand: The value of all items currently stocked. Useful for various types of analysis at the company or division level, but too ambiguous to be used at the facility or item level.

Issue Transaction: An EAM system record created whenever items are issued from the storeroom.

Issuing: The process of retrieving requested items from storeroom stock and delivering them to the appropriate user or location.

This process involves four steps: picking, kitting, staging, and delivery. Issuing also involves removing items from inventory records and charging them to the appropriate work order.

Item Analysis: A statistical breakdown of MRO inventory by commodity, in which inventory segments are listed as percentages of total inventory.

Item Code: see Materials Catalog Number.

Item Criticality Code: A code that marks critical inventory items. An item is critical if a shortage (i.e., not having it on hand when it is needed) will shut down a critical piece of equipment.

Item Label: An adhesive tag used to physically identify items in the storeroom. The item label must at minimum include the item number, barcode, description, location, and unit of measure.

Item Number: see Materials Catalog Number.

J

Job Safety Analysis: A breakdown of potential safety hazards for a specific job or work order. Sometimes referred to as a Job Hazard Analysis.

JSA: Job Safety Analysis.

K

Key Performance Indicator: A specific measurement used to monitor and assess performance.

Kitting: The process of assembling storeroom materials by pick ticket or work order in the storeroom's kitting / staging area.

Kitting / Staging Area: A designated area of the storeroom where materials are kitted and staged before delivery.

KPI: Key Performance Indicator.

L

Labor Estimating Worksheet: A form used in the work planning process to estimate the number of man-hours required to complete a job. (For a sample form, see "W6-01-04 Labor Estimating Worksheet.")

Lead Time: The time between the initiation and completion of a process (for example, the time between ordering and receiving an item).

Legal: The business function that handles legal matters.

Location Code: (a) A unique alphanumeric code assigned to each storage location in a storeroom. (b) A unique code assigned to each delivery zone in a facility.

Location ID: see Location Code.

Location Identification Scheme: A system used to identify and label the locations of items in a storeroom.

Lockout / Tagout: A safety procedure that ensures equipment, electricity, etc. is shut off while performing maintenance work. Power sources are deactivated, locked, and then tagged to indicate that they should not be turned on.

Lost Time Incident Rate: A measurement of the number of safety incidents that result in an employee being unable to work the next day. This measure is used to evaluate potential suppliers.

LOTO: Lockout / Tagout.

LOTO Schedule: A schedule of all lockout / tagout procedures to be performed, prepared by the Operations Maintenance Coordinator.

LTIR: Lost Time Incident Rate.

M

Maintenance: The business function that handles the upkeep and ensures the continued functioning of physical assets.

Maintenance and Repair Operations: All activities related to maintaining and repairing equipment or infrastructure, encompassing the complete Maintenance workflow as well as supporting / supply chain functions (e.g., MRO Materials Management, MRO Procurement, etc.).

Maintenance Cage: A secure, unmanned location used to store materials procured for a specific work order.

Maintenance Cost per Square Foot: The cost of building maintenance per facility square foot. Calculated as Total Building Maintenance Costs divided by Total Square Feet.

Maintenance Cost per Unit of Production: The percentage of the total cost per unit of production that is spent on maintenance. Calculated as Maintenance Cost for a single Unit of Production divided by Total Cost per Unit of Production.

Maintenance Manager: A role responsible for all maintenance activities within a facility or designated area of the facility. Reports to the Plant Manager.

Maintenance Outage Planner: A role responsible for planning and scheduling major shutdown events. Duties include creating Shutdown Event Schedules,

creating Work Planning Packages, and scheduling and facilitating Shutdown Event Preview and Planning Meetings.

Maintenance Overtime Percentage: The percentage of hours worked by Maintenance staff that are overtime hours. Calculated as Maintenance Overtime Hours divided by Total Maintenance Hours.

Maintenance Percentage of Facility ERV: The percentage of facility estimated replacement value that comprises maintenance costs. Calculated as Total Maintenance Costs divided by Facility Estimated Replacement Value.

Maintenance Planner: A role responsible for planning and coordinating facility maintenance activities. Reports to the Maintenance Manager. Duties include creating labor and materials estimates; developing work plans; and coordinating labor, parts, materials, and equipment access in preparation for work.

Maintenance Safety Incidents: The number of recorded maintenance safety incidents in a given period (not including contractor incidents).

Maintenance Scheduler: A role responsible for creating the Weekly Work Schedule and assisting with the creation of Daily Work Schedules. Reports to the Maintenance Manager.

Maintenance Spending to Budget: Ratio of total maintenance spending to budgeted amount for all maintenance activities. Calculated as Total Maintenance Spending divided by Maintenance Budget.

Maintenance Supervisor: A role responsible for overseeing Maintenance Technicians' work and performance within a designated area of the facility. Reports to the Maintenance Manager.

Maintenance Technician: A role responsible for performing maintenance activities (i.e., executing work). Reports to the appropriate Maintenance Supervisor.

Maintenance Training Time Percentage: The percentage of Maintenance labor hours spent in training. Calculated as Total Maintenance Hours of Training divided by Total Maintenance Hours Paid.

Maintenance Utilization Percentage: The percentage of available maintenance hours that are scheduled. Calculated as Total Man Hours Available divided by Total Man Hours Scheduled.

Major Shutdown Event: A shutdown event that has a duration of 36 hours or more. The scheduling horizon for major shutdown events is typically greater than three months.

Management of Change: A documented procedure for managing changes to processes or facilities. Management of change (MOC) seeks to minimize losses and prevent accidents by controlling safety, health, and environmental risks over the course of the change.

Manufacturer: The original producer of an asset, part, or material.

Master Work Agreement: A contract that governs general terms (such as payment, warranties, dispute resolution, etc.) for future agreements. Master Work Agreements are completed when initially contracting a supplier in order to facilitate the negotiations process for future agreements.

Material Return Tag: A form attached to items to be returned to the storeroom, which provides information about the item and indicates the reason for the return.

Material Safety Data Sheet: A document that provides information and safe handling procedures for a specific substance.

Materials Catalog: The master database, stored in the EAM system, of information about parts and materials procured for the facility (i.e., a collection of item records). Sometimes called the “item master” or “EAM system catalog.”

Materials Catalog Manager: A role responsible for maintaining the Materials Catalog.

Materials Catalog Number: A unique identification number assigned to each item in the Materials Catalog.

Materials Management: The business function that handles the storage and delivery of MRO materials. Sometimes referred to as the Storeroom function.

Materials Management Model: The complete set of processes, best practices, technology requirements, performance measures, and other content that collectively provides a comprehensive model for Materials Management operations.

Materials Receiving: The process of receiving items delivered to the facility, including both physical handling and record-keeping.

MAX: Maximum Inventory Level.

Maximum Inventory Level: The maximum number of items required to satisfy current operational needs, as determined by the inventory optimization process. Quantities above this number are considered surplus and are candidates for disposal.

Mean Time Between Failures: The average time that elapses between maintenance-related equipment failures. Calculated as Total Equipment Run Time divided by Number of Maintenance-Related Equipment Failures.

MIN: Minimum Inventory Level.

Minimum Inventory Level: The minimum number of items required to satisfy current operational needs, as determined by the inventory optimization process. A quantity below this number is considered a shortage and will trigger an automatic reorder for most items.

Minor Shutdown Event: A shutdown event that has a duration of 36 hours or less. Minor shutdown events typically have a scheduling horizon of one to three months.

MOC: Management of Change.

Modification Work: Work undertaken on equipment to improve performance, add capabilities, reduce safety risks, update components, or otherwise enhance the equipment outside of repairs and routine maintenance. Modification work is often performed to meet specific modification requirements.

Modification Work Order: A work order for modification work.

MRO: Maintenance and Repair Operations.

MRO Materials: Parts, materials, and other items used in maintenance and repair operations.

MRO Materials Focus Team: A cross-functional team responsible for making strategic and tactical decisions regarding MRO materials. Membership includes representatives from Maintenance, Materials Management, Procurement, and other parties interested in MRO materials as needed.

MSDS: Material Safety Data Sheet.

MTBF: Mean Time Between Failures.

MWA: Master Work Agreement.

O

Obsolete Inventory: Stock items that have become obsolete through (a) retirement of assets, (b) supplier notification, or (c) introduction of new and better materials.

Obsolete Inventory Identification: The process of identifying obsolete parts and materials in storeroom inventory in order to eliminate unnecessary stock and streamline inventory records.

OEM: Original Equipment Manufacturer.

OEM BOM: A complete list of all components and subassemblies used by the original equipment manufacturer to build a piece of equipment.

OMC: Operations Maintenance Coordinator.

On-Line Work Request Adoption Rate: The percentage of non-emergency work requests entered on-line. Provides information on how well the self-service EAM work request system is adopted by personnel. Calculated as Total Number of Work Requests Entered On-Line divided by Total Number of Work Requests with a Priority of 2 and Higher.

Operational Inventory Accuracy: A percentage measure of the completeness and accuracy of inventory records, monitored with Inventory Cycle Counts.

Operations: The business function that handles production of the company's product.

Operations Maintenance Coordinator: A role within the Operations function responsible for coordinating work on facility assets by acting as a liaison between Operations and Maintenance.

Order Lead Time: see Internal Lead Time.

Order On-Demand: Stock materials that are not inventoried. These materials are ordered as-needed and sent through the stocking and pick ticket processes.

Original Equipment Manufacturer: The company that originally manufactured a piece of equipment, component, or part.

P

Packing Slip: A document packaged with shipped goods that indicates the PO number, item number, item description, and quantity for each item packed.

Pareto Analysis: A method for prioritizing actions by finding those that will have the most significant results. Pareto analysis uses statistics to distinguish important causes from trivial causes, thus identifying the issues that should be addressed first. (Pareto analysis is sometimes called the 80/20 rule because it follows the principle that 20% of causes create 80% of problems.)

Past Due PO Line Percentage: The percentage of purchase order lines that are past due. Calculated as Total Number of Open Purchase Order Lines Past Due divided by Total Number of Open Purchase Order Lines.

Payment Terms: Terms under which buyer will pay seller for purchases.

PdM: Predictive Maintenance.

P-EqL: Project Equipment List.

Pick Ticket: An electronic document used to request items from the storeroom.

Pick Ticket Number: A unique number assigned to each pick ticket in the EAM system. Used to track issue transactions by recording which pick ticket items were issued to.

Picking: The process of physically retrieving required materials from locations within the storeroom and moving them to the kitting / staging area.

Pickup Zone: A secure area designated for return of storeroom materials.

Planning Effectiveness: A KPI that compares actual hours charged to a completed job to hours estimated.

Plant: A physical unit of a company where products are manufactured, comprising a facility and the associated personnel.

PM: Preventive Maintenance.

PM / PdM Work Percentage: The percentage of total maintenance work that is preventive or predictive. Calculated as PM / PdM Work Order Hours divided by Total Work Order Hours.

PM / PdM Work Schedule Compliance: The percentage of preventive and predictive maintenance work orders that are completed within the scheduled time. Calculated as Number of PM / PdMs with Completion Dates within 6 Days of Scheduled Start Date divided by Total Number of PM / PdMs Scheduled.

PO: Purchase Order.

PO Number: A unique number assigned to each purchase order in the EAM system. PO numbers are generally carried over from purchase requisition numbers.

PO Receipt: A function of the EAM system inventory module that allows users to process a receipt transaction and “receive” items in the EAM system (i.e., add items from a purchase order to stocked inventory records).

Post-Shutdown Critique Meeting: A meeting after a shutdown event to assess the success of shutdown activities and assign follow-up actions as needed. Facilitated by the Maintenance Manager.

Predictive Maintenance: Regular, recurring work that involves checking equipment condition in order to accurately predict when maintenance should be performed. Predictive maintenance is condition-based: equipment is monitored regularly, but work is performed only when a routine inspection indicates that work is needed.

Preliminary Shutdown Event Schedule: An early draft of the Shutdown Event Schedule, prepared by the Maintenance Outage Planner, which defines proposed Operations activities, Critical Path Work, and manpower requirements.

Preliminary Weekly Work Schedule: A target list of work for the next week from the collective view of Operations and Maintenance. Used to coordinate resources between the two functions when developing a Weekly Work Schedule.

Preventive Maintenance: Routine work that involves servicing equipment on a preset schedule in order to prevent failures. Common preventive maintenance activities include cleanings, filter changes, and calibrations. Preventive maintenance is time- or event-based: work is performed on a set time frame or is triggered by an event in the asset's life cycle.

Problem Code: A closing code that indicates the specific problem with a piece of equipment. Problem Codes are specific to the type of asset—for example, the codes for the equipment class Pump include "No Liquid Delivery," "Insufficient Discharge Pressure," and so on.

Procurement: The business function that makes purchases and negotiates with suppliers and service providers.

Procurement Agreement: A contract between a buyer and seller that sets price, quality, delivery, and service requirements for a specific period of time.

Procurement Model: The complete set of processes, best practices, technology requirements, performance measures, and other content that collectively provides a comprehensive model for Procurement operations.

Procurement Module: The portion of the EAM system that handles purchasing data.

Production: see Operations.

Project Cage: A secure, unmanned location used to store materials procured for a specific project.

Project Management: The business function that oversees the planning and execution of capital projects.

Project Manager: A role with the Project Management function responsible for overseeing the planning and execution of a specific project.

Project Materials: Materials charged a specific project, including items used for project construction as well as spare parts.

Project Number: A unique identification number assigned to each project by the Director of Planning and Project Development. Used to track project costs, work orders, and storeroom transactions.

Project Team: A team responsible for handling the planning and execution of a specific project, often under the oversight of a Project Manager. Duties include creating a

Project Equipment List; coordinating business functions over the course of the project; creating purchase requisitions for project materials, equipment, or services; and assisting Procurement in evaluating and selecting suppliers for these purchases.

Project-Specific Addendum: A set of additional terms governing the details (such as payment, time frame, and scope of work) of an individual project that is covered by a Master Work Agreement.

PSA: Project-Specific Addendum.

Purchase Order: A written authorization prepared by the Buyer for the purchase of goods or services at a specified price. Once accepted by the seller, the purchase order becomes a legally binding purchase contract. A purchase order spells out all terms and conditions of the purchase from its initiation to the satisfaction of the invoice.

Purchase Order Acknowledgement Percentage: The percentage of purchase orders acknowledged and confirmed by the Supplier. Calculated as the Number of Purchase Orders with Acknowledgment divided by the Total Number of Purchase Orders.

Purchase Requisition: A formal request to buy specified materials and/or services.

Purchase Requisition Number: A unique identification number assigned to each purchase requisition created in the EAM system.

Q

Quality Assurance: The business function that inspects and monitors the production process in order to maintain the quality of the company's finished product.

R

RCA: Root Cause Analysis.

Ready Backlog: A list of work orders in the EAM system that have been fully planned but have not been scheduled yet. Sometimes called the "Ready-to-Schedule Backlog."

Ready Backlog Size in Crew-Weeks: A monthly snapshot of estimated hours of Ready-to-Schedule work. The result is the number of weeks of work estimated based on the total maintenance hours available. Calculated as Total Ready-to-Schedule Hours divided by Total Weekly Available Hours.

Ready-to-Schedule Backlog: see Ready Backlog.

Receiving: The process of acknowledging receipt of purchased goods or services in the EAM system (i.e., performing a receipt transaction). For Materials Receiving, the process also includes the physical handling of goods after they are delivered at the facility.

Receiving Discrepancy Code: A code used when receiving goods in the EAM system to indicate a discrepancy between what was ordered and what was delivered (e.g., wrong item, damaged materials, short or over shipment, etc.).

Receiving Dock: An area of the facility where freight vehicles can be unloaded. At minimum, the main storeroom should have a receiving dock.

Reliability: The business function that seeks to improve asset reliability and efficiency by analyzing equipment performance and creating preventive and predictive maintenance (PM / PdM) routines to target potential issues.

Reliability Engineer: A role within the Reliability function responsible for improving the

reliability and maintainability of physical assets.

Reliability Focus Team: A cross-functional team responsible for analyzing asset failures, managing the organization's library of failure codes, and conducting other activities to improve asset reliability. In addition to Reliability and Maintenance personnel, membership may include representatives from Engineering, Operations, Process Excellence, Materials Management, and Procurement, as needed.

Reliability Improvement Process: A procedure for monitoring and analyzing critical equipment failures or failures that cause significant downtime (i.e., downtime of 20 minutes or more).

Reliability Improvement Process Report: An update on the status of a maintenance project, to be filed in an Emergency or Urgent Work situation if the downtime or loss-of-production exceeds 20 minutes.

Reliability Manager: A role within the Reliability function responsible for managing the Asset Reliability Program.

Reorder Point: The minimum (MIN) inventory level. If the quantity of items in stock falls below this level, the system will generate an automatic reorder for the specified item.

Reorder Quantity: The number of items ordered on an automatic reorder. The system calculates this number as the difference between the MIN and MAX inventory levels.

Repairable Materials: see Repairable Parts.

Repairable Parts: Materials designated as repairable and in need of repair.

Repairable Spare: Classification set up for catalog items that are repairable.

Repaired In-House Parts: Materials that have been repaired in-house and are ready to be returned to storeroom inventory.

Replenishment Lead Time: The total time it takes to order materials, starting when the need to purchase materials is determined and ending when the ordered materials arrive at the facility. Replenishment Lead Time is the sum of Internal Lead Time, Supplier Lead Time, and Carrier Lead Time.

Request for Proposal: A written, flexible request that provides a base scope of work to be performed, but allows for additional billing on an hourly or task-oriented basis as a job becomes more defined.

Request for Quotation: Used to obtain supplier commitments for specific items or services. Normally scope has been defined and requirements are known.

Requestor: see Authorized Requestor.

Resource Availability Schedule: A weekly record of the availability of Maintenance Technician resources, accounting for all manpower resources assigned to a department. Used in the development of Weekly and Daily Work Schedules.

Resource Coordination Meeting: A meeting between the Maintenance Scheduler, Maintenance Supervisor(s), and Operations Maintenance Coordinator to review resource availability and work priorities in order to develop a Weekly Work Schedule for the coming week.

Return Materials Authorization: Used to track items returned to a supplier.

Return Reason Code: A code used to indicate the reason an item is being returned to the storeroom. This code indicates how Materials Management should process the

item and provides a way to track and analyze material returns.

Return to Storeroom: The process of returning unused, used serviceable, repairable, or repaired in-house materials to the storeroom.

Return to Supplier: The process of shipping unwanted or defective materials from the facility back to the original Supplier.

Return Transaction: An EAM system transaction performed when items are returned to the storeroom or to a supplier. (The specific EAM system procedure is different for return to storeroom transactions than it is for return to supplier transactions, but the general concept is the same.)

RFP: Request for Proposal.

RFQ: Request for Quotation.

RIP: Reliability Improvement Report.

Risk Priority Number: A value that indicates the weighted risk of an individual failure mode based on (a) the severity of potential consequences, (b) the probability of occurrence, and (c) the probability of detection. Risk Priority Numbers are calculated as part of Failure Mode and Effects Analysis in order to identify failure modes that involve a high risk and thus must be addressed.

RMA: Return Materials Authorization.

RMA Number: A unique number provided by the Supplier to identify goods that are being returned. The RMA Number is included on the shipping documents with the returned items.

Root Cause Analysis: A process used to investigate and categorize the root causes of events that affect safety, health,

environment, quality, reliability, and/or production.

ROP: Reorder Point.

ROQ: Reorder Quantity.

Routine Work: A need for maintenance activity that does not have to be completed in the current week. May include repair, installation, modification, preventive, or predictive maintenance activity.

Routine Work Order: A work order for routine work. Routine Work Orders are not urgent and go through the full planning and scheduling processes. They have a Work Priority Code of 3.

S

Safety: The business function that maintains safety standards and handles safety-related issues.

Scheduled Issue Transactions: The percentage of storeroom issue transactions that are scheduled.

Scheduled Work Percentage: The percentage of total maintenance work that is scheduled. Calculated as Scheduled Work Order Hours divided by Total Work Order Hours.

Scope of Work: A formal document used when developing a service contract to indicate the job requirements, expectations of site management, and supplier or service provider's responsibilities.

Scoping and Estimating: The process of determining work requirements (i.e., the expected operations, labor, materials, etc. that will be needed to complete the work). Scoping and estimating is a key part of the work planning process performed by the Maintenance Planner.

Segment Code: A code used to identify discrete segments of a capital project so that costs, work, materials, etc. can be tracked by project segment.

Service Purchase Order: A type of purchase order used to procure services.

Services Receiving: The process of approving supplier services and posting service receipts to the EAM system (i.e., performing the receipt transaction).

Shutdown Event: A scheduled event during which production equipment and/or processes are shut down so that maintenance work can be performed.

Shutdown Event Coordinator: A role responsible for planning, coordinating, and overseeing shutdown events (in conjunction with the Maintenance Planner).

Shutdown Event Planning Meeting: A meeting between the Maintenance Outage Planner and/or Shutdown Event Coordinator, appropriate Maintenance Supervisor(s), and the Operations Maintenance Coordinator to plan schedules and activities for a major shutdown event. Major shutdown events are usually preceded by multiple Shutdown Event Planning Meetings starting several weeks before the event, with the final meeting taking place no later than 14 days before the event start date.

Shutdown Event Schedule: A schedule that details Operations activities and Maintenance work to be performed during a major shutdown event. Shutdown Event Schedules should define the sequence of activities / work as well as the duration and manpower requirements for each activity / job.

Shutdown Event Summary Report: A report prepared by the Shutdown Event Coordinator and/or Maintenance Outage

Planner after the conclusion of a shutdown event to document activities performed, schedule adherence, etc.

Shutdown Event Update Meeting: A meeting held during a shutdown event (twice within 24 hours and once a day if the event lasts more than 24 hours) to assess status and make any major decisions required.

Single Line Item Purchase Percentage: The percentage of purchase orders created per month (or other period) that have only one line item. This is an indicator of inefficient procurement practices. Calculated as Number of Single Line Item Purchase Orders divided by Total Number of Purchase Orders.

SKU: Stock Keeping Unit.

Sole Source: A situation in which only one company can provide the contractual services needed. In such cases, a sole source contract must be negotiated with the service provider and approved by company management.

Sole Source Agreement: A form used to obtain approval for a sole source contract. (For a sample form, see "P6-01-04 Sole Source Agreement.")

Staging: The process of holding kits and order-on-demand materials in a designated secure storage area prior to delivery.

Staging Area: A designated area of the storeroom where materials are staged before delivery.

Standard Purchase Order: A purchase order used to authorize and procure materials on a one-time, single-use basis in non-emergency situations.

Standard Work Order: A template for a common job, such as a rebuild or bearing / seal change, that does not recur at predictable

intervals. Sometimes referred to as a “benchmark job” or “work order template.”

Standing Work Order: A work order recurring at established intervals, usually associated with a specific department or unit within the Plant, that is used to capture (a) non-maintenance activities, (b) maintenance activities for recurring short-duration events, (c) maintenance activities where tracking of transactions or charges is not cost-effective or practical, or (d) charges for non-maintenance materials.

Standing Work Order Report: A form that Maintenance Technicians use to document time and activities charged to a Standing work order.

Stock: A supply of available parts, materials, and other goods held in a storeroom or other storage facility on site.

Stock Items: see Stock.

Stocking: The process of moving MRO inventory from the receipts or returns staging area to the proper storage location(s). Sometimes called “put-away.”

Stock-Out: When an inventory item has no available materials on hand.

Storeroom: A secure place, generally furnished with storage equipment and for storage of MRO materials.

Storeroom Attendant: A role responsible for performing storeroom activities, including moving materials, processing transactions in the EAM system, and performing housekeeping tasks.

Storeroom Manager: see Storeroom Supervisor.

Storeroom Materials on a BOM: The percentage of maintenance and repair storeroom materials (inventory) attached to at least

one asset Bill of Materials (BOM). Calculated as Total Number of Maintenance and Repair Storeroom SKUs Attached to At Least One BOM divided by Total Number of Storeroom SKUs.

Storeroom Replenishment: Used to designate method for determining when item is to be replenished. Examples: Reorder Quantity or MIN / MAX stock.

Storeroom Service Level: The percentage of requested MRO materials that the storeroom provides correctly to Users. Calculated as Total Number of Complete Pick Tickets Delivered Correctly divided by Total Number of Pick Tickets Generated.

Storeroom Supervisor: A role responsible for overseeing management of storeroom inventories and personnel. This role serves as the central point of contact for all Materials Management activities.

Supplier: A vendor or service provider contracted to provide goods or services.

Supplier-Committed Inventory: Materials that a supplier agrees to keep in its inventory on behalf of a company, usually in return for an annual fee and/or a commitment to purchase. The Supplier generally retains possession and ownership of the materials until they are needed.

Supplier Evaluation: A formal process for tracking and assessing supplier performance.

Supplier Invoice Discrepancy Percentage: The percentage of supplier invoices that have discrepancies (missing PO number, wrong price, etc.). This measurement is used to assess the accuracy of Supplier invoicing and measure supplier performance. Calculated as Number of Supplier Invoices with Discrepancies divided by Total Number of Invoices Processed.

Supplier Lead Time: The time it takes a supplier to fulfill an order, starting when a purchase order is sent to the Supplier and normally ending when the goods are received at the facility. (If Buyer controls transportation, however, Supplier Lead Time ends when the goods are shipped.)

Supplier-Managed Inventory: Materials stored on site that the Supplier resupplies as needed (i.e., as determined by scheduled supplier reviews of on-site inventory). This system can be used for free-issue materials, but should never be used for inventory inside the storeroom.

Supplier Master: The master database of information about suppliers (i.e., a collection of supplier records) stored in the EAM system.

Supplier On-Time Delivery Percentage: The percentage of supplier deliveries that are on time. Calculated as Total Receipts On-Time (i.e. Receipt Date \leq Due Date) divided by Total Receipts Processed.

Supplier Return Percentage: The percentage of supplier materials that are returned to the Supplier. Used to gauge supplier performance. Calculated as Total Number of Supplier Returns divided by Total Number of Receipts Processed.

Supplier Segment Code: A required code on a supplier record that identifies whether the Supplier sells materials or services, or both. A supplier can belong to only one segment.

Supplier Setup: The process of setting up new suppliers in the EAM system.

Supplier Setup Request: A formal request that a supplier be added to the Supplier Master.

Supplier Setup Request Form: A designated form, usually within the EAM system, used to submit supplier setup requests.

System Purchase Percentage: The percentage of overall purchases made through the EAM system vs. those made through direct pay. Calculated as Total EAM System Purchase Costs divided by Total Purchase Costs.

T

T&C: Terms and Conditions.

Task List: A list of proposed tasks for a project or work order, loaded into the EAM system by the Maintenance Planner after the Labor Estimating Worksheet and Work Planning Checklist have been completed.

Terms and Conditions: Formal documentation of the price, time frame, materials to be delivered or services provided, and other terms and specifications agreed upon by a buyer and seller. (For sample purchase order terms and conditions, see "P6-01-03 Purchase Order Terms & Conditions.")

Total Recordable Incident Rate: The rate of recordable workplace injuries, normalized per 100 workers per year. Calculated by multiplying the number of recordable injuries in a calendar year by 200,000 (100 employees working 2,000 hours per year) and dividing this value by the total man-hours actually worked in the year.

TRIR: Total Recordable Incident Rate.

U

UCC: Uniform Commercial Code.

Uniform Commercial Code: A set of suggested laws relating to commercial transactions. The Uniform Commercial Code has been enacted, in some form, in all 50 of the United States, and thus provides a consistent set of

laws for commercial transactions across the nation.

Unscheduled Maintenance Downtime Percentage: The amount of unscheduled maintenance downtime due to equipment failures, measured as a percentage of the total scheduled production rate. Calculated as Total Unscheduled Minutes divided by Total Scheduled Minutes.

Unscheduled Work Percentage: The percentage of total maintenance work that is unscheduled. Calculated as Unscheduled Work Order Hours divided by Total Work Order Hours.

Unused Parts: Materials issued to a work order but not used for the work order.

Urgent Work: A need for maintenance activity that must be completed in the current week. Urgent work falls between Emergency and Routine work in priority.

Urgent Work Order: A work order for urgent work. Urgent Work Orders break into the Weekly Work Schedule. They have a Work Priority Code of 2.

Urgent Work Percentage: The percentage of total maintenance work that is urgent. Calculated as Urgent Work Order Hours divided by Total Work Order Hours.

Used Serviceable Parts: Materials that have been removed from equipment but are still serviceable.

Users: (a) The production personnel who use or are served by a physical asset on a day-to-day basis. (b) The maintenance and production personnel served by the materials management functions (i.e., the personnel who use materials).

V

Vendor: see Supplier.

Vendor Evaluation Program: see Supplier Evaluation Program.

Vendor Lead Time: see Supplier Lead Time.

Vendor Master: see Supplier Master.

W

Warranty Administration Program: A record-keeping system that tracks the status of equipment and materials purchased under supplier warranties.

Warranty Materials: Materials that are under supplier warranty.

WBS: Work Breakdown Structure.

Weekly Scheduling Meeting: A weekly meeting between the Maintenance Planner, Maintenance Supervisor(s), Maintenance Scheduler, and Operations Maintenance Coordinator to prepare the next week's Weekly Work Schedule.

Weekly Scheduling Meeting Agenda: A form that provides the designated procedure for the Weekly Scheduling Meeting.

Weekly Work Schedule: A schedule of all work orders that Maintenance Technicians will undertake during the following week.

Weekly Work Schedule Compliance: The percentage of maintenance activities begun within the time frame prescribed by the Weekly Work Schedule. Calculated as Number of Activities Started on or before Scheduled Start Date divided by Number of Scheduled Activities (rolled up weekly).

WO: Work Order.

Work Breakdown Structure: A breakdown of a project into smaller, deliverable components, which provides a framework for estimating costs.

Work Feedback: see Work Order Feedback.

Work Initiation Process: The overall set of activities necessary for initiation, review, and approval or rejection of work.

Work Management: A set of processes for directing and controlling work activities on facility assets or infrastructure throughout the full work life cycle.

Work Management Model: The complete set of processes, best practices, technology requirements, performance measures, and other content that collectively provides a comprehensive model for Work Management operations.

Work Mix by Priority: A KPI that indicates the percentage of maintenance resources spent on each of the four work priorities. Calculated as Work Order Hours by Priority divided by Total Work Order Hours Completed.

Work Module: The portion of the EAM system that handles maintenance work data.

Work Notification: see Work Request.

Work Order: An approved request for a discrete maintenance activity, stored as a unique record in the EAM system. There are many types of work orders, including orders for Emergency, Urgent, and Routine work; Standing work orders; and Standard work orders (i.e., work order templates for reoccurring jobs).

Work Order BOM: A list a list of materials required to accomplish the work described in a work plan. These materials are normally

assigned to repetitive or rebuild work procedures.

Work Order Classification: A code used to define the reason for work (in addition to the Work Order Type Code). Work Order Classification data is used to prioritize work orders in the EAM system.

Work Order Codes: A set of codes used to sort, prioritize, and provide information about work orders. Work order codes indicate data such as the type and priority of work, work status, reasons for delays, and reasons for equipment failure.

Work Order Feedback: Information about a job (such as labor hours, reason codes, and additional comments) that is collected during the course of the work and entered once the work is completed, usually by the Maintenance Technician who completed the work.

Work Order Number: A unique identification number assigned to each work order in the EAM system. Used primarily to generate pick tickets.

Work Order Priority Code: see Work Priority Code.

Work Order Status Code: A code that indicates the status of a work order as it moves through the EAM system (e.g., rejected, in planning, in progress, completed, etc.).

Work Order Type Code: A code that indicates the category or kind of work to be performed (e.g., corrective, preventive, predictive, modification, administrative, etc.).

Work Plan: A collection of information that provides guidelines for completing a job. A work plan generally includes a summary of the work scope, a set of instructions, a list of required parts (i.e., a work order BOM), an estimate of the required labor and material

resources, and a list of any permits required to perform the work.

Work Planning: The process of scoping and estimating requirements, developing a work plan, and coordinating resources in preparation for a job.

Work Planning Checklist: A form used to ensure that all work planning requirements have been met before the beginning of work. (For a sample form, see “W6-01-05 Work Planning Checklist.”)

Work Priority Code: A number assigned to a work order in the EAM system that identifies the order’s priority. Emergency work is 1, Urgent work is 2, and Routine work is 3.

Work Request: A request for maintenance work submitted through the EAM system. A work request may be submitted by anyone. Work requests must be reviewed and approved by Operations and Maintenance before they become work orders.

Work Scheduling: The process of selecting, prioritizing, and coordinating work, as well as determining and communicating when work takes place and who is assigned to do it.

Workflow: The series of activities that are required to complete a task. Each step in a workflow has a specific step before it and a specific step after it, with the exception of the first and last step.

XYZ Code: A code that reflects an item’s usage value. The code “X” is used for items whose cumulative percentage of total usage value is less than 80%. “Y” is used for items whose cumulative percentage of total usage value is less than 95%. “Z” is used for all other items.

X

XYZ Classification: A system for identifying the relative importance of catalog materials. XYZ Classification works by assigning to each item a code that indicates the amount of time and effort expended to manage that item.