

# Prioritization Matrix

5/31/2023

1:13 PM

OVERALL PRIORITY	WORK ORDER TYPE	PRIORITY	DESCRIPTION	TROUBLE RESPONSE TARGET	TROUBLE COMPLETION TARGET	COMMENTS
1	TROUBLE	1	EMERGENCY	IMMEDIATE	1 CALENDAR DAY	Immediate threat to life or property - Begin now!
2	TROUBLE	5	SCHEDULED	AS SCHEDULED	AS SCHEDULED	Scheduled response to client requests. (respond on a specific date)
3	TROUBLE	2	EXPEDITED	AS SOON AS POSSIBLE; NO LATER THAN NEXT WORK DAY	3 WORK DAYS OR LESS	Non-emergency, but timely response required.
4	PM/MAINT	1	LIFE SAFETY / CODE PM's			Life safety or code required PM's.
5	PM/MAINT	2	REQUIRED PM's			Minimum maintenance
6	TROUBLE	3	ROUTINE	5 WORK DAYS OR LESS	10 WORK DAYS OR LESS	Routine trouble call work orders (respond whenever available)
7	PM/MAINT	3	MFG RECOMMENDED PM's			Manufacturer's recommended maintenance level.
8	PM/MAINT	5	TOP TIER PM's			Top tier maintenance activities. (recommended but not mission critical)