



UNITED STATES MARINE CORPS
 HEADQUARTERS AND SERVICE BATTALION
 2D FORCE SERVICE SUPPORT GROUP (REIN)
 FLEET MARINE FORCE, ATLANTIC
 CAMP LEJEUNE, NORTH CAROLINA 28542-3702

FILE COPY

BNO 11014.3K
 4/AGM/kld
 06 JAN 1986

BATTALION ORDER 11014.3K

From: Commanding Officer
 To: Distribution List

Subject: Procedures for the Submission of Work Requests (Short Title: SOP for Work Requests)

Ref: (a) BO P11014.1G
 (b) FSSGC 11014.71

1. Purpose. To establish correct procedures for the submission of all work requests to Base Maintenance as prescribed by the references.

2. Cancellation. BnO 11014.3J and BnO 11101.31A.

3. Background. The submission of work requests for this organization have in many instances not met the standards set forth in reference (a). In order to help correct this situation and flow of these requests, reference (b) was

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4. Action

a. All work requests for maintenance services on any building within this Battalion will be submitted using form NAVFAC 9-11014/20 to the Commanding General, Marine Corps Base (Maint C) via the Commanding General, 2d Force Service Support Group (FacO) and this Headquarters (S-4).

b. Emergency Maintenance. Described as all work requiring immediate timely action to avert or preclude the loss or damage of government property, restore essential services or prevent/eliminate hazards to personnel or property. Emergency maintenance requests are made by telephoning Base Maintenance at extensions 3001/3002. Each Company will maintain a logbook of their calls which will contain the following data:

- (1) Date of call.
- (2) Building number and room number (if applicable).
- (3) Description of problem.
- (4) Ticket number. This will be provided by Base Maintenance at time of call.


c. Routine Requests. Complete the work request per the instructions in paragraph 4. Leave date of request and request number blanks. These will be completed by subsection 271 personnel. Section 8 (Description of work and Justification) should contain as a minimum the following information:

- (1) Building number.
- (2) Room number (if applicable).
- (3) Brief description of work requested.
- (4) Justification for request.

(5) Copies of all routine work requests will be maintained for two years. These requests should be separated into pending and completed folders.

d. Cyclic Maintenance. Cyclic maintenance is defined as work of a minor nature and that which takes less than 30 minutes to accomplish (i.e. repair light fixtures, broken wall lockers, electrical outlets, etc.). These tasks are performed when Base Maintenance schedules an area for cyclic maintenance. Copies of all work requests returned and targeted for cyclic maintenance will be kept in the pending work request folder. This will assist the maintenance crew in identifying required tasks.

e. Duplication of Government Keys. Duplicates of government keys may be obtained through submission of a work request.



R. D. SORTINO

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UNITED STATES MARINE CORPS
 HEADQUARTERS AND SERVICE BATTALION
 2D FORCE SERVICE SUPPORT GROUP (REIN)
 FLEET MARINE FORCE, ATLANTIC
 CAMP LEJEUNE, NORTH CAROLINA 28542-5702

BNO 11014.3K
 4/AGM/kld
 06 JAN 1986

BATTALION ORDER 11014.3K

From: Commanding Officer
 To: Distribution List

Subject: Procedures for Submission of Work Requests (Short Title: SCP for Work Requests)

Ref: (a) BO P11014.1G
 (b) FSSGO 11014.71

1. Purpose. To establish correct procedures for the submission of all work requests to Base Maintenance as prescribed by the references.

2. Cancellation. BnO 11014.3J and BnO 11101.31A.

3. Background. The submission and flow of work requests for this organization have in many instances not met the standards set forth in reference (a). In order to help control the submission and flow of these requests, reference (b) was established.

4. Action

a. All work requests for maintenance services on any building within this Battalion will be submitted using form NAVFAC 9-11014/20 to the Commanding General, Marine Corps Base (Maint C) via the Commanding General, 2d Force Service Support Group (FacO) and this Headquarters (S-4).

b. Emergency Maintenance. Described as all work requiring immediate timely action to prevent the loss or damage of government property, restore essential services or prevent/eliminate hazards to personnel or property. Emergency maintenance requests are made by telephoning Base Maintenance at extensions 3001/3002. Each Company will maintain a logbook of their calls which will contain the following data:

- (1) Date of call.
- (2) Building number and room number (if applicable).
- (3) Description of problem.
- (4) Ticket number. This will be provided by Base Maintenance at time of call.


c. Routine Requests. Complete the work request per the instructions in paragraph 4. Leave date of request and request number blocks blank. These will be completed by subsection 5-4 personnel. Section 8 (Description of work and Justification) should contain as a minimum the following information:

- (1) Building number.
- (2) Room number (if applicable).
- (3) Brief description of work requested.
- (4) Justification for request.

(5) Copies of all routine work requests will be maintained for two years. These requests should be separated into pending and completed folders.

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