FAULT-TO-WORK-ORDER INTEGRATION / ILLUSTRATIVE CASE

Which fault alerts should become work orders?

The management decision

Agree what qualifies as a job before connecting the systems. The receiving team should be able to trace every alert and avoid assigning two people to the same fault.

An alert can reach operations quickly while the maintenance team still has to look up the asset and enter a job by hand. Repeat notifications can create duplicate work, and an alert with an unknown asset can be lost in the process. A pilot connection helps account for each event and puts the information in the right system. That helps the maintenance team spot which alerts still need a person to act.

Worked example

The pilot receives 40 events, six of them repeats. If all 34 distinct events qualify, expect 34 work orders and a trace for all 40 original events.

Example figure	What it represents
40	Alerts received
6	Repeats
34	Orders if all unique alerts qualify

What changes the answer

If three distinct events have no matching asset, expect 31 orders and three visible exceptions. The team must still be able to follow what happened to all 40 notifications.

Fault-to-work-order integration

What to commission

Connect alerts for one equipment class to a work-order system, including repeated alerts and an unrecognised asset.

We agree which faults qualify, how to match each asset and what to do when there is no match. Tests cover repeat alerts and interruptions so staff can see whether an order was created or needs attention.

How to judge the result

Every test alert maps to one valid order, an existing order or a visible exception with a responsible reviewer.

Compare manual entry, duplicated work and time spent resolving unmatched assets. Maintenance staff retain authority over priority and physical work.

Decision worksheet

Project detail	Starting point for your team
Decision owner	Maintenance systems owner. Name the person who will approve the next step.
Records to gather	A sample of fault alerts, equipment identifiers and details of the work-order system.
Agreed output	A working pilot, a trace from alert to work order and recovery test results.
Decision date	Record the deadline, any unresolved assumption and who will confirm it.

Discuss this case

Tell us which equipment group generates the most manual entries and how alerts reach maintenance now. Describe one repeated notification or difficult asset match. Mention who can confirm the rules for opening a job so we can discuss a practical pilot.

Email info@oxetc.co.uk and mention DEV-11. All figures in the worked example are illustrative.