

Town of Sudbury, MA

DPW Work Order Management

“This Work Order Management system has given us the ability to quantify the work that is being done by the Department of Public Works. Our DPW Director can now easily determine man hours expended for projects, status of ongoing work, and the percentage of time spent on task categories. The Director can also review and quantify work completed within the fiscal year by division.”

- Mark Thompson, Technology Administrator

Need

Sudbury's town management wanted the ability to document the time required to provide public works services by division and task. This required a custom work order management system that integrated well enough to enable established foremen and crew leaders to enter data quickly and initiate time records.

Solution

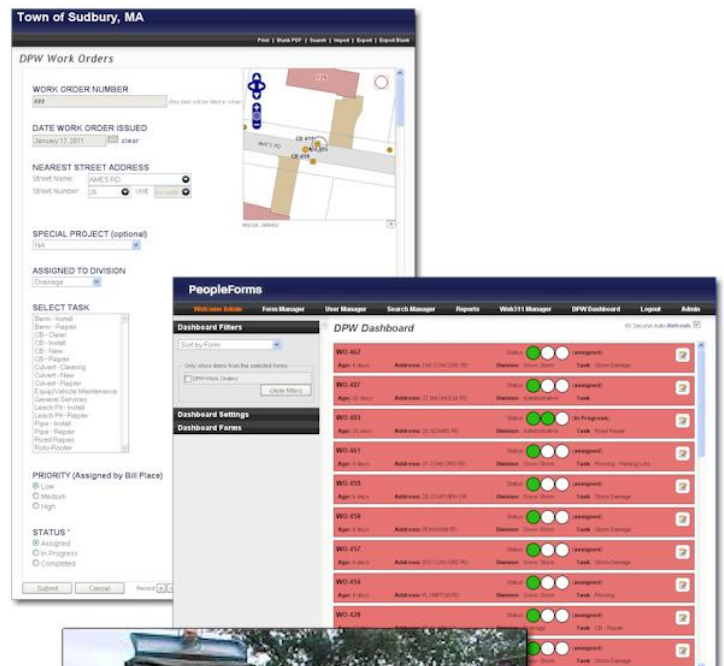
The Town implemented PeopleForms to track work orders, including special projects, division tasks, and employee lists. Based on design meetings held with foremen and crew leaders, the system was designed to require less than 10-15 minutes per day of data entry per foreman. A PeopleForms Dashboard provides each foreman with a quick overview of active work orders and provides a simple means of data entry at the end of each day. Because the overall goal was to document time, work orders were built with the ability to create time records (also managed in PeopleForms).

Result

The Sudbury DPW documented over 400 work orders in the first two months across four divisions. This early success is attributed to the high level of participation by the staff as well as the overall ease-of-use of the system. Field computers are now planned for the spring of 2011 to bring these tools into the field for continued program expansion and department benefit.

Benefits

DPW's work orders are now being documented on a daily basis with a minimal level of effort. The new system is enabling Public Works to track their routine efforts, the impact of acute events (such as snow storms), as well as their reactions to incoming service requests.



For More Information:

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