fiix

Work order assistant

Welcome to the work order assistant.

The work order assistant helps you determine what steps to take after receiving Fiix's work order insights report. The report tells you what work orders are causing problems and why. The work order assistant offers solutions for those problems and ideas for improving your overall work order processes.

Find out more about the work order insights report →

Click on a risk factor generated by the work order insights report and find out why it happened, how to fix it, how other Fiix customers have tackled the same problem, and more:

Abnormal configuration →
Your work order was completed differently than similar work orders

Abnormal delay →
Your work order was started earlier or later than similar work orders

Abnormal duration →
Your work order took longer or shorter to complete than similar work orders

Abnormal failure →
Your work order was created because of an asset failure that shouldn't have happened

Abnormal configuration

How common is this problem?

Abnormal configuration was reported in 20% of work orders flagged by the work order insights report.

Why did this happen?

The most common reasons a work order may have been set up differently than normal include:

- **A task count that is too low or too high:** This may be because task groups are not being used consistently across work orders. Tasks may also be too general. Extra tasks may have been added to the work order during maintenance if an additional problem was discovered. The technician may have run out of time to complete all tasks.

- **Too many or too few technicians:** More technicians or fewer technicians than normal were assigned to this work order. This may be because the work order was not assigned to the right user group. It can also be connected to a higher task count. More tasks sometimes require more technicians.

- **An asset count that is too low or too high:** This often happens when a work order meant for one asset is assigned to multiple of the same asset because of an incorrect or missing event trigger.

How worried should I be?

If you're seeing this risk associated with the same work order or consistently across your organization for several weeks, it is a serious problem. This alert generally means that there's a problem in your processes, either in assigning or creating work orders, and, ultimately, that it'll be difficult to achieve your scheduled maintenance goals.

How can I fix it?

These are some common strategies you can use to reduce the risk associated with this work order and others like it:

1. **Standardize task groups:** Create standard task groups that are automatically added to work orders associated with specific asset categories or maintenance types.

   Learn how to create task groups in Fiix →

2. **Associate user groups with asset categories or maintenance types:** Link user groups with certain assets or maintenance types so the right people are added to work orders.

   Learn how to create user groups in Fiix →

3. **Standardize work triggers:** Associate event triggers with asset groups or maintenance types. Make sure the appropriate users are notified and that clear follow-up tasks are outlined.

   Learn how to set up scheduled maintenance in Fiix →

4. **Review permissions and train planners:** Build SOPs and templates for creating work orders and train anyone with permissions on these SOPs.

   Learn how to add and adjust permissions in Fiix →

How have Fiix customers solved this issue?

Problem

A Fiix customer working in the consumer packaged goods industry experienced systemic asset failures on several of the same machines at the same site every month with no apparent cause.

Cause

The work order insights report uncovered an issue in the company's preventive maintenance work. The work order task lists were too large, leading to missed steps and progressive asset deterioration.

Solution

The company identified and modified the problematic PMs so they could be done in phases, ensuring total completion. The systemic downtime was eliminated after these changes.

Pro tip

Task groups are your friend. Take the time to learn the different kinds of tasks you can create in Fiix and teach others. Make sure you're not just using the default task category for labor tasks.
You can also look at your scheduled maintenance and make sure the number of tasks can be realistically completed in the time allotted. If your work order has 50 tasks and all other work orders have 10 tasks, reevaluate that work order with 50 tasks.

Additional resources

Interested in learning more about building world-class work orders? Check out these additional resources or give us a shout:

A complete guide to building an asset management policy

A simple guide to preventive maintenance checklists

How to improve asset reliability with a digital knowledge hub

Abnormal delay

How common is this problem?

Abnormal delay was reported in 30% of work orders flagged by the work order insights report.

Why did this happen?

The most common reasons a work order may have started later than usual include:

- **Unavailable parts or supplies:** The parts or supplies required to complete the work order were not in stock and the work order couldn't be started until they were available.

- **Unidentified problem or missing instructions:** The full scale of the work was not properly represented in the work order or crucial details about the work were not included in the work order.

- **A conflicting maintenance project:** An emergency work order may have diverted resources and technicians from this work.

- **A scheduling conflict with production:** The work order couldn't be started because production was running on a machine that couldn't be serviced while active.

- **The wrong person/people were assigned to the job:** The person or people assigned to the work order did not have the right skills or certifications to complete the work order or were not available to start the job because of illness, vacation, or another absence. This may have occurred because the wrong maintenance type was selected.

How worried should I be?

The severity of this issue depends on the piece of equipment. If the work order is for critical equipment, the danger is quite high. If that equipment breaks down because it didn't get maintenance or if production is delayed, it could cost quite a bit. If the equipment isn't critical, it's still a problem, but it's not as serious. The biggest danger is if the work order is upstream of a bigger project. If other work relies on this job, it could push everything back and cause backlog.

How can I fix it?

These are some common strategies you can use to reduce the risk associated with this work order and others like it:

1. **Bolster your inventory management:** Ensure the bill of materials associated with this work order is properly filled out and minimum quantities for critical spares are set up so you can be notified when quantities are low. Fiix Foresight's parts forecaster may also help your team forecast the parts it'll need for upcoming work so you can make sure you have everything you need.

   Learn about Fiix Foresight's parts forecaster →

2. **Fine-tune the instructions in the work order:** Review your work order description, failure codes, and task list to ensure they are clear and inclusive of all crucial information. Attach photos, manuals, SOPs, or any other digital documentation to the work order so technicians are confident and equipped to start and complete the job.

   Learn how to create tasks and attach files to tasks in Fiix →

3. **Assess user groups, assignments, and maintenance types:** Align maintenance types with the right user groups and users so technicians with skills and credentials matching the job can be automatically assigned to the work order.

   [Learn how to create custom maintenance types in Fiix →](#)

4. **Review timelines for the work order:** Look at the suggested completion and the date completed fields to understanding if this is the appropriate amount of time for the type of maintenance flagged in the work order.

How have Fiix customers solved this issue?

Problem

A Fiix customer was finding that its preventive maintenance work orders were consistently delayed, leading to a large and disruptive maintenance backlog.

Cause

The work order insights report identified a group of work orders that were the major source of the delays. On further inspection, additional maintenance was being added to these work orders without approval from the maintenance manager. While these extra tasks were correcting faults with the asset, it was causing delays in other areas of the facility.

Solution

The maintenance manager was able to identify the assets and work orders causing the delays and modified the way work was prioritized so the maintenance team could get back on track.

Pro tip

It can be helpful to tie two or three specific maintenance types to high priority status. You can then put those maintenance types on your Fiix dashboard and have constant visibility into the work orders associated with it. If those jobs are delayed, you can see it right away and take measures to figure out why, and what to do about it.

Additional resources

Interested in learning more about preventing delays? Check out these additional resources or give us a shout:

[A simple guide to preventive maintenance checklists](#)
[How to improve maintenance inventory management](#)
[How to build and optimize a preventive maintenance schedule](#)

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Abnormal duration

How common is this problem?

Abnormal duration was reported in 40% of work orders flagged by the work order insights report.

Why did this happen?

The most common reasons a work order took longer than normal to complete include:

1. **An error in assigning the work order:** The work order was assigned to the wrong user or user group. The technician(s) assigned to the work order did not have the skillset to complete the work order on time.

2. **A low estimated time:** The expected work hours noted on the work order did not match the number of hours required to complete the task.

3. **An unclear task list or high task count:** Instructions on the work order were incomplete or lacked detail. The description of the problem and the list of required materials were not clear. The number of tasks associated with the work order could not be realistically completed in the allotted time.

4. **Two or more work orders were combined:** A number of work orders on the same asset were merged to address multiple issues while the asset was offline.

5. **A low technician count:** Not enough technicians were assigned to this work order.

6. **A delay in closing the work order:** The technician did not close the work order directly after finishing the job.

7. **Missing parts or supplies:** The required parts and supplies were not available, which stalled the work order after it had been started.

8. **A corrective maintenance task was identified:** A critical issue was discovered while the work was being completed and this issue was fixed, adding more time to the job.

How worried should I be?

The severity of this issue comes down to the equipment it's associated with and the frequency of the issue. This problem will affect production if it's happening on a critical piece of equipment. It will have a domino effect that pushes back other maintenance activities and the plant's entire production schedule.

If you're finding this problem consistently associated with a particular asset, person, shift, or site, it can also be very dangerous. This means something systemic is wrong with those elements, whether it's the wrong training or the wrong processes.

How can I fix it?

These are some common strategies you can use to reduce the risk associated with this work order and others like it:

1. **Review training and enablement processes:** Make sure technicians are getting the right kind of training to manage the tasks assigned to them. Wherever possible, enable technicians by attaching manuals, diagrams, and other resources to a work order.

   [Learn how to create tasks and attach files to tasks in Fiix →](#)

2. **Build standardized task lists:** Consistency and clarity are key when creating task lists for common work orders. Join an experienced technician the next time they complete this work order and document what they do step-by-step.

   [Learn how to create task groups and task lists in Fiix →](#)

3. **Link critical work orders to user groups:** Automatically assign certain work orders to users or user groups that have experience with that work order to avoid matching someone with a job they're less familiar with.

   [Learn how to create user groups in Fiix →](#)

4. **Assess the estimated time of tasks:** Provide estimated work time and actual work time fields for each individual task in the work order. This will help you discover which task(s) is causing the work order to stall.

   [Learn how to create task lists in Fiix →](#)

5. **Create a more detailed template for work requests:** Spell out exactly what requesters need to include in their work requests so vague descriptions can be eliminated.

   [Learn how to configure work requests in Fiix →](#)

6. **Make BOM kits for critical work orders:** Bundle all parts and supplies needed for common and critical work orders together so they can be accessed easily and quickly. This will also help you quickly determine if supplies need to be reordered.

   [Learn how to do this in Fiix →](#)

7. **Encourage users to close work orders in the Fiix mobile app:** Cut the lag time between completing work and logging it as closed in the CMMS by using the mobile app.

   [Learn how to use the mobile app in Fiix →](#)

8. **Develop robust follow-up procedures and triggers:** Train technicians to create separate work orders for additional corrective repairs. Develop processes that make this easy to do and trigger alerts so follow-up tasks can be completed as soon as possible.

   [Learn how to configure notification settings in Fiix →](#)

How have Fiix customers solved this issue?

Problem

One Fiix customer had a goal of optimizing asset performance, but hit a plateau in its efforts. The maintenance team couldn't take the next step with the resources they had.

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Cause

The company focused on optimizing the same maintenance processes over and over again. These processes were being changed to the point of diminishing returns. They didn't have the time or resources to find the next maintenance activity to optimize.

Solution

The work order insights report identified work orders that were taking too long to complete. The organization was able to quickly address the processes for these work orders and find efficiencies so they could gain more time and resources to optimize maintenance in other parts of the facility.

Pro tip

It's important that the individuals filling in the estimated time on a work order have a background in maintenance. If they don't, have that person, whether it's a manager, planner, or someone else, shadow a technicians on one common work order per week to understand what's involved and how long tasks take.

Additional resources

Interested in learning more about boosting efficiency at your organization? Check out these additional resources or give us a shout:

Helping your team get started with a mobile CMMS app

Tips for using maintenance software to save time and spend more efficiently

Tips for using CMMS data to make better decisions from other Fiix customers

Abnormal failure

How common is this problem?

The frequency of abnormal failure ranges widely from one organization to the next. Most report this issue in less than 5% of flagged work orders or over 50% of flagged work orders.

Why did this happen?

Here a few areas of your work process to look at when a work order indicates an early failure on a machine:

- **A follow-up task was missed:** An issue with the asset was found during an inspection, but a follow-up task was either not created or not completed.

- **A faulty part was used during a repair:** A part that was replaced on a piece of equipment was defective or degraded before it was supposed to.

- **Inspection or repair tasks were missed or done incorrectly:** Technicians may have been provided with insufficient resources and tools to complete the work order correctly. That may include unclear task lists, misidentified failure codes, wrongly assigned technicians, and too few technicians assigned to the work order.

- **Scheduled maintenance was missed:** A scheduled maintenance work order was missed prior to the failure.

- **Production was modified:** Production on a machine was higher than normal. The machine may have been started incorrectly or is running different materials than normal.

How worried should I be?

Because this alert will likely be raised after an asset breaks down, the immediate danger is quite low. However, the long-term danger could be quite high. If the root cause of this issue isn't addressed, it could lead to all sorts of trouble down the line, like more frequent breakdowns, improper inventory purchasing, extra labor costs, safety risks, bad data, and more.

How can I fix it?

These are some common strategies you can use to reduce the risk associated with this work order and others like it:

1. **Build stronger processes for follow-up work:** Make sure that any failed inspections are triggering high-priority follow-up actions and alerting the correct people. It's important that a concise list of clear failure codes are set up for this to be successful.

   [Learn how to configure nested failure codes in Fiix →](#)

2. **Investigate your parts and relationships with vendors:** Audit your parts and supplies to make sure other spares aren't defective. If they are, follow up with your vendor to find a solution.

3. **Add more detail to your task lists:** Because unclear instructions often lead to missing a critical task, it's important to review your task list on this work order and fill in any gaps.

   Learn how to build labor tasks in Fiix →

4. **Attach asset histories and referral documents to work orders:** Adding detailed notes on past issues and solutions, along with manuals, diagrams, photos, and other resources will equip technicians with the information needed for the job.

   Learn how to view work order histories and documents on mobile in Fiix →

5. **Review your user groups and triggers:** Make sure work orders are tagged with the right maintenance types and that these work orders are being assigned to the right user groups.

   Learn how to create custom maintenance types in Fiix →

6. **Mark critical work as a priority and add to your dashboard:** Work that impacts the health of critical equipment will be front and center so it never falls off your radar again.

   Learn how to do this in Fiix →

How have Fiix customers solved this issue?

Problem

A Fiix customer was having difficulty standardizing processes across multiple sites. The work order insights report revealed that this was causing downtime from missed work and rework.

Cause

New teams had not adopted the standard maintenance processes that had proven effective, leading to asset failures.

Solution

The company was able to easily find the work orders and teams that were struggling the most. Processes were updated to fit the workflows of those teams. Those teams were also given extra tools and support to help them complete work with fewer obstacles.

Pro tip

Follow the KISS method — keep it super simple. Don't make your maintenance types too complicated. Keep track of all your maintenance types and work associated with them by using reports and your dashboard. Schedule regular reports to your inbox so you are proactively looking at the data and flagging issues.

Additional resources

Interested in learning more about improving your processes to prevent failures? Check out these additional resources or give us a shout:

A work request process that's more than just tickets

Asset tracking best practices: How to make the most of your hard-earned asset data

Making sense of MTBF

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