



THE SNOW MILLIONAIRE MASTERY *Intensive*

Work Order Management Module

“Coming together is a beginning; keeping together is progress; working together is success.”

Henry Ford

Let's talk Work Orders and Work Order Flow to get to the nitty-gritty that helps Production do their best and that helps Accounting invoice the finished work.

Work Orders for the mighty. We, working in the field are working our collective asses off. The last thing that we need is to be filling out detail after detail after detail of the work we performed at a site.

(And I will not forget about the men and women in Accounting that are working their asses off to quickly get a correct invoice to the client! We will get to that in the next module)

I was in an organization at the beginning of the year right before the storm NEMO. We were collaborating on a routing / scheduling – work order project.

We agreed on the following project results:

- Large physical white-board schedules that will help the crews of the Production Department see at a glance what the work will be when a snow event happened.
- Clear written Work Orders that helps the crews know BEFORE the snow event with the exact labor, material, equipment and tools to complete a route.
- Give the Accounting Department “piece of mind” with work orders that are given to them so work is easily invoiced and extras can also be invoiced.

Well, we go through our usual introductions, handshakes, and of course great big smiles all around because hey... I'm just as excited to be here as they are to make things work better:



We work on who's who to get the ball rolling. And then I go into super listening mode to find out how they do things NOW.

This is how they looked at me when I asked, "Can I see your work orders and can you explain how your work orders flow?"



The work orders were done about 5 hours BEFORE the snow event. The trucks, crews, materials, equipment, and tools were distributed out at that time. Chaos is not a word that I will use here. It is just not a word that quite describes what the crews and what the management were up against. It was a sight to be had.

I tell you this story because this is not a small organization. This is a very good lawn and snow company that just broke the 2 million dollar barrier! (Don't you just love it!)

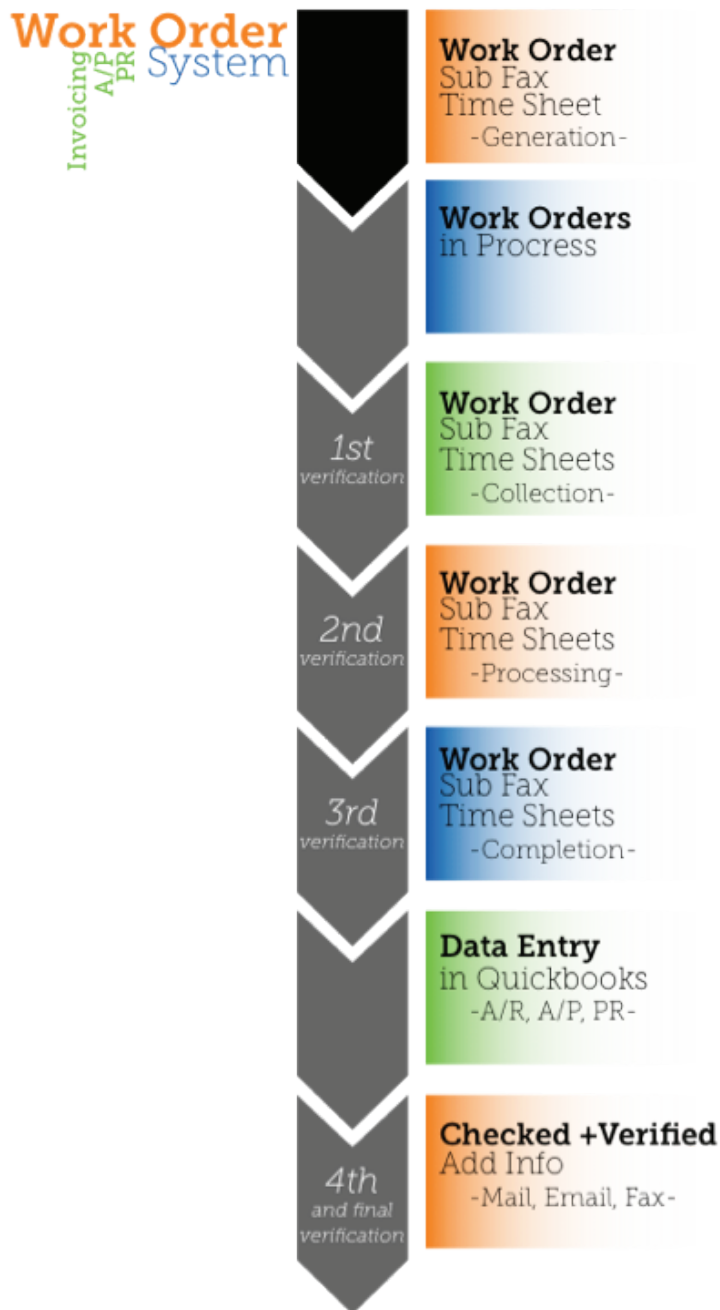
Time For A More Effective Approach...

This module is all about Work Orders and Work Order Flows throughout an organization. These work orders will help the production team know what work has to be done before, during, and most importantly after an event. Your crews are going to have the tools to know their routes AND to know what work to be done at each site.

This module also will help track what was done at the site completely and will put together a work order packet after a snow event so you can invoice correctly every time.

WORK ORDER FLOW

Work Order Flow will help us understand how the flow of work is accomplished from the moment work orders are generated to the work order completion, to the verification of paperwork, and to creating a work order packet that will be delivered to Accounting. The next diagram, will take us on that journey.



1. Accounting generates all Work Orders for the crews, subcontractors, and paperwork for the dispatcher for each day of the snow event.
2. Production uses the Route and Work Orders during the snow event completing the information during the event. Minimal final work done at end of event.
3. Dispatcher collects ALL Work Orders and Paperwork using a Check-off Report.
4. Dispatcher checks and verifies all Work Orders. Payroll, and Paperwork are correct. Any correction or issues are resolved here.
5. Accounting Management verifies all work is collected and signs packet.
6. Accounting enters the first draft invoice for the snow event.
7. Invoices are verified and final invoices sent out to the client.

Below is a description of the types of Work Orders. What each crew has when going into the field will be: A Route / Time Sheet, the Work Orders of each site, Blank Monitoring Sheets, Extra Blank work order, and the Route Sheet of all the work.

1. Route / Time Sheet

This is a cover sheet that all work orders for each site are attached to. The Route Sheet gives production crews the site, the address, and the order to do the snow work. It is a guide for the crew with the order of the sites that the company and clients want. There is also the Time Sheet portion of the Route Sheet. This area is for the crew's time for payroll.

Company Name
 Company Address
 Company Address
 Phone Numbers



Manager's Initials

Route and Time Work Order

Day _____ Date _____

	Start	Finish	EMPLOYEES			
Time Clocked In						
Start Snow Work						
End Snow Work						
Time Clocked Out						
Indirect Time						
Snow Time						
Total Time						

Route	Notes

2. Snow Work Orders

The Snow Work Orders give the production team simple, concise work order templates that helps them fill out the paperwork of what was done and the materials used during the snow event. It makes it simple for the driver to fill out while working at a site. There is an area for extra work the client request on the site. Note: A good policy would be only approved extra work should be done!



**7 of 7 BEST
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Snow Work Order

SITE: «ShipToAddrBlock»

Date	Time In	Time Out	LABOR			MATERIAL		
			Hours Plow	Hours Shovel	Hours Apps	Salt Yards	Sand Yards	Ice Control Bags

OFFICE USE ONLY

Date	Quantity				
	Lot Plowed	Shovel & Ice Control	Ice Control Lot	Total Hours	Total Material


EXTRA WORK (Management approval only)

Description of Extra Work	Time In	Time Out	# of Men / Machine	Total Hours	\$ / Hour	Total

NOTES	EMPLOYEES

3. Monitoring Snow Work Order

This is a great little Snow Work Order for the quality control in the field, pre, during, or post storm event. It helps document the issues or helps estimate extra work that is requested. It's also a great tool for improving the field work as well. Keep blank copies with everyone in the field.

		Your Company Name «ShipToAddrBlock» 10/10/14	
SNOW MONITORING REPORT			
Snow Supervisor:		Start Time:	QB Code
Date:		Finish Time:	Hours
Notes from the Client:		CC	HH
Issued Resolved:			
Extra Snow Work Scope:			
Estimate Labor Hours:			
Estimate Material:			
Estimate Equipment:			

