

BUILDINGWRENCH

WORK ORDER PRIORITY MATRIX

A simple decision aid for consistent maintenance triage.

PRIORITY DEFINITIONS					
Priority	Use when	Target response set by facility	Examples / local notes		
P1 - Emergency	Immediate threat to life, safety, major property loss or critical operations.	_____	_____		
P2 - Urgent	Serious operational impact or rapidly worsening condition without an immediate emergency.	_____	_____		
P3 - Routine	Normal corrective maintenance that can be planned and scheduled.	_____	_____		
P4 - Planned / Improvement	Enhancement, cosmetic work or low-risk deferred work.	_____	_____		

TRIAGE RECORD					
WO #	Issue	Safety impact	Operational impact	Priority	Assigned to

Set response targets to match your staffing, contracts, occupancy, risk tolerance and applicable requirements. Do not use this matrix to delay emergency action.

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