Standard Operating Procedure

Title: Managing Work Orders

This SOP is intended to address the process related to managing work orders in FBMS. This assumes vehicle records have supporting maintenance plans and measuring documents used by FBMS to generate preventive maintenance work orders.

<table>
<thead>
<tr>
<th>SOP Number</th>
<th>SOP:AA-XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>(where AA is abbreviation to mapping of main heading of outline for SOPs and XX is the number within the SOP)</td>
<td></td>
</tr>
<tr>
<td>Version</td>
<td>1.0</td>
</tr>
<tr>
<td>Creation Date</td>
<td></td>
</tr>
<tr>
<td>Author(s)</td>
<td>Sandy Waldron and Judi Lombardi</td>
</tr>
<tr>
<td>Last Update Date</td>
<td></td>
</tr>
<tr>
<td>Last Updated By</td>
<td></td>
</tr>
</tbody>
</table>
TABLE OF CONTENTS

Table of Contents

1.0 PURPOSE OF SOP .................................................................................................................. 3
  1.1 INTENDED AUDIENCE ........................................................................................................ 3
  1.2 COLLABORATION TEAM ................................................................................................... 3
  1.3 REVIEW TEAM .................................................................................................................. 3
  1.4 DEFINITION OF TERMS .................................................................................................... 3
  1.5 ASSUMPTIONS, DEPENDENCIES, AND CONSTRAINTS .................................................. 6
  1.6 CHANGE / VERSION CONTROL .......................................................................................... 6

2.0 STANDARD OPERATING PROCEDURE ............................................................................ 6
  2.1 PROCESS DESCRIPTION ...................................................................................................... 6
      Preventive Maintenance Process ...................................................................................... 6
      Corrective Maintenance Process .................................................................................... 7
  2.2 WHEN THE PROCESS IS USED ........................................................................................ 7
  2.3 RELATED PROCESSES AND OTHER REFERENCES ....................................................... 8
  2.4 WHO IS INVOLVED IN THE PROCESS ............................................................................ 8
  2.5 TRANSACTIONS USED IN THE PROCESS ...................................................................... 8

3.0 PROCESS FLOW .................................................................................................................... 8
  3.1 CREATING A VARIANT TO VIEW USER-RELEVANT PM WORK ORDERS ................... 9
  3.2 MANAGING PREVENTIVE MAINTENANCE WORK ORDERS ..................................... 12
  3.3 SETTING THE WORK ORDER STATUS TO TECHNICALLY COMPLETE (TECO) ........ 22
  3.4 CREATING A CORRECTIVE MAINTENANCE WORK ORDER/NOTIFICATION ............ 26

4.0 TROUBLESHOOTING/COMMON ERRORS .................................................................... 41

5.0 SOP APPROVAL .................................................................................................................... 42
DOI FBMS Standard Operating Procedure (SOP)

Department of the Interior

SOP:AA-XX / Title

1.0 Purpose of SOP

1.1 Intended Audience

- Bureau Fleet Managers
- Field Fleet Managers
- Maintenance Planners
- Maintenance Technicians

1.2 Collaboration Team

Identify who collaborated on the development of the SOP and organization

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sandy Waldron</td>
<td>FBMS O&amp;M</td>
</tr>
<tr>
<td>Judi Lombardi</td>
<td>FBMS BP</td>
</tr>
</tbody>
</table>

1.3 Review Team

Identify who reviewed the SOP, Role, and Approved Date

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Approved Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ray Cowles</td>
<td>FBMS BP</td>
<td></td>
</tr>
<tr>
<td>Rob Cox</td>
<td>FBMS BP</td>
<td></td>
</tr>
<tr>
<td>Don Schroeder</td>
<td>FBMS BP</td>
<td></td>
</tr>
<tr>
<td>Rhonda Watkins</td>
<td>FBMS BP</td>
<td></td>
</tr>
</tbody>
</table>

1.4 Definition of Terms

Include definition of terms if appropriate

<table>
<thead>
<tr>
<th>Terminology</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive Maintenance Work Order</td>
<td>Preventive maintenance is the routine scheduled maintenance of motor vehicles and includes the inspection of motor vehicles, tune-ups, oil changes, filter changes, verification and replenishment of fluids, lubrication, mechanical inspections, alignments, tire wear, and pressure checks. Good preventive maintenance will detect many problems before they become serious. This will reduce the amount of unscheduled maintenance and repair, as well as the costs and inconvenience.</td>
</tr>
</tbody>
</table>
Corrective Maintenance Work Order

Unscheduled maintenance is a repair to a vehicle caused by mechanical breakdown or damage. To the extent possible, fleet managers shall work to ensure maximum vehicle availability for its operators and customers with minimum interruptions due to unscheduled repairs and breakdowns.

Maintenance Notification

A Maintenance Notification (maintenance request) is a targeted instruction to the Fleet Manager to perform a service on a piece of equipment or vehicle (e.g. oil leaking).

The item data provides for additional information of the problem, the damage codes, and the activities (technical findings) that were performed.

Standing Order

A Standing Work Order exists for the life of a vehicle. Standing orders are used to collect on-going costs.

Settlement Order

A Settlement Work Order exists for the life of a vehicle. Settlement orders are used to collect on-going costs and settle them periodically.

Equipment

In FBMS, the term equipment means any type of equipment required to capture financial realization, costs, and revenue. The term equipment and fleet refer to both Motor Vehicles and Heavy Duty Equipment.

Vehicle

Any vehicle, self-propelled or drawn by mechanical power, which is designed to be principally operated on highways or to transport property or passengers. This term includes, but is not limited to, motorcycles, sedans, trucks, tractors, carryalls, ambulances, specialized mounted equipment, and truck chassis with special purpose bodies (i.e., fire trucks, garbage trucks, etc.)

Release

A work order status reflecting when the planning of a work order is finished with all the necessary operations.

Put in process

A work order status reflecting when a work order is released and the shop paperwork is printed.

TECO

A work order status reflecting that the work was performed. When changing the work order status to TECO, FBMS also changes the associated notification’s status to complete.

FBMS allows for goods receipts to still be posted to the order, confirmations can still be entered, and costs can still be applied to the order.
The following changes can be made to an order when in TECO status:

- Post Goods Receipts for the order
- Confirmations can still be entered

The account assignment data entered for the order is fixed and can no longer be changed. However, incoming invoices can be posted.

<table>
<thead>
<tr>
<th>CLSD</th>
<th>Business Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A work order status reflecting that the work order is complete.</strong> No further costs are expected to be posted to the order.</td>
<td></td>
</tr>
<tr>
<td><strong>An order can only have business completion status when:</strong></td>
<td></td>
</tr>
<tr>
<td>- It has been technically completed</td>
<td></td>
</tr>
<tr>
<td>- It has been settled and the order balance is zero</td>
<td></td>
</tr>
<tr>
<td>- No outstanding purchase orders (commitments) exist</td>
<td></td>
</tr>
<tr>
<td>- All data that refers to the reference object of the maintenance order is available and correct</td>
<td></td>
</tr>
<tr>
<td>- All relevant data in the operations is available and correct</td>
<td></td>
</tr>
</tbody>
</table>

When the order takes on the system status of CLSD:

- It is indicated as fully complete
- The order cannot receive any more postings
- It is locked for all collective processing changes

The order can be returned to TECO status, if the business need requires it.

**Fleet Management**

Fleet Managers have life-cycle management (cradle to grave) responsibilities for their organization’s fleet assets.
1.5 Assumptions, Dependencies, and Constraints

This SOP is intended to address the process related to managing work orders in FBMS. This assumes vehicle records have supporting maintenance plans and measuring documents used by FBMS to generate preventive maintenance work orders.

1.6 Change / Version Control

Change and version control will be updated by both O&M and Deployment teams. CR's (both PSL and DSL) that impact the SOP should be captured as well.

<table>
<thead>
<tr>
<th>No.</th>
<th>Date</th>
<th>Object</th>
<th>Description of change</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2.0 Standard Operating Procedure

2.1 Process Description

In FBMS, it is important to track all maintenance activities performed on Fleet equipment.

Preventive Maintenance Process

Preventive Maintenance work orders are generated within FBMS using the Maintenance Schedule created for the Fleet vehicle. For time-based operations, FBMS uses the Start Date on the Maintenance Plan to generate the work orders. For utilization-based operations, FBMS uses the ZU_USE table to determine when work orders are required.

When releasing PM orders, you are responsible for determining if additional PM activities should be performed at this same time. Current utilization readings are found on the Utilization Report XXXXXXX.

Access Edmunds.com to determine the manufacturer’s recommended maintenance activities for the vehicle as it pertains to the current mileage or usage. This is in line with DOI’s requirements.

Tip: Whenever maintenance or repair work is required for a vehicle or other equipment, always check to see if a PM work order already exists in FBMS. This eliminates the need for unnecessary work orders and allows you to use an existing work order more effectively.

This process includes:

- Creating a view to search for all relevant PM work orders
- Managing PM work orders
Corrective Maintenance Process

Corrective Maintenance work orders and associated notifications are required when the driver observes a problem with a vehicle. Typically, the driver takes the vehicle in for repair and submits the invoice/paperwork to the Fleet Manager. The Fleet Manager is responsible for creating both the work order and notification.

A work order is used to capture costs and activities associated with the maintenance of an equipment item. A work completion notification is used to maintain history of the work completed on a vehicle, parts affected by the work order, and damage codes.

When the work is expected to be more than the credit card threshold (typically $3000.00), a purchase requisition should be created. A work order should be created and released. The shop paperwork should be printed and submitted to the vendor’s garage noting what is required to be repaired.

This process includes:

- Creating a maintenance work order (Work Order type ME01)
- Documenting the completion of work (Notification type WC)
- Maintaining history of notification activities
- Setting the work order to a status of Technically Complete (TECO)

The DOI has four plant maintenance value categories that are used to group plant maintenance work orders during financial posting (transaction code FB01). Depending on the GL account entered, orders are grouped into a value category. SAP has standard key figures that are mapped to the DOI’s value categories as follows:

<table>
<thead>
<tr>
<th>DOI Value Category</th>
<th>SAP Standard Key Figure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial Sources</td>
<td>Services costs</td>
</tr>
<tr>
<td>Fuel</td>
<td>Ext. material costs</td>
</tr>
<tr>
<td>Labor Internal</td>
<td>Internal wage costs</td>
</tr>
<tr>
<td>Supplies and Material</td>
<td>Other costs</td>
</tr>
</tbody>
</table>

Note: Work orders are not required for consumables (windshield wipers, etc) or car washes

2.2 When the Process is Used

The Preventive Maintenance process is performed weekly to view the upcoming week’s PM work orders which are coming due. The Maintenance Planner or Fleet Manager may adjust the start date of the work orders and add more operations based on the vehicle’s mileage.
The Corrective Maintenance process is performed when the vehicle has a mechanical breakdown or is damaged.

2.3 **Related Processes and other References**
- Maintenance Planning and Scheduling
- Utilization
- FBMS Charge Card Manual

2.4 **Who is involved in the Process**
- Field Fleet Managers
- Bureau Fleet Managers
- Maintenance Planners
- Maintenance Technicians

2.5 **Transactions used in the Process**
Access these transactions using the portal path: PROPERTY → FLEET → Maintenance → Work Order
- Display PM Orders
- Create Order
- Change Order
- Print Order
Access this transaction using the portal path: PROPERTY → FLEET → Maintenance → Notification. You can also access this transaction directly from the work order.
- Change Notifications

3.0 **Process Flow**
This section describes the steps in the process and could include process flow diagrams, as well as screen shots of the transactions used in the process.
3.1 Creating a Variant to View User- Relevant PM Work Orders

1. To create a Variant that displays only those work orders for your functional location, select the portal path **PROPERTY → FLEET → Maintenance → Work Order → Display PM Order** to access the Display PM Order Select of Orders screen.

   **Note:** In addition to creating a variant for viewing outstanding work orders, you can repeat these steps to create a variant for work orders that are In Process. This allows you to easily view work orders in process, so that when the work is complete you can easily find the order and change the status to Technically Complete (TECO).

2. Select the checkbox for Order Status **Outstanding**. **Note:** You may need to deselect the checkbox for the other Order statuses.

3. Enter the **Functional Location** where your vehicles reside.

   **Note:** If you manage vehicles in numerous FAST locations, you can enter the Functional Location using an asterisk (*) after the appropriate level. For example, to bring up all work orders for an office location, add the asterisk after the Office code (e.g. 1400-L000-NM00-A20000*).

4. Remove the **Period From** and **To** fields. If you leave the default dates populated, your variant will always display those dates and you would need to remove them and enter the new dates for your search.

5. Select the **Save As Variant** button.
6. On the Variant Attributes screen, enter the **Variant Name** and the **Meaning** to define your search.

   **Note:** As mentioned in step 1, you can create a variant for all ‘Open’ work orders and separate variants for ‘In Process’ and ‘Completed’ work orders. The variant name and meaning should reflect this difference.

7. Optionally, select the **Protect field checkbox** for **Functional Location**. Selecting this option will prevent any changes to the Functional Location when using this specific Variant.

8. Select the **Save** button.
Note: FBMS returns to the Display PM Orders screen. The Functional Location field is grayed out and the **Period To** field defaults to 12/31/9999.

9. Change the **Period to** and **From** Dates for your required search. To view upcoming work orders, change the **To** date at least one week from today’s date.

10. Select the **Execute** button.

*Note:* FBMS displays all Outstanding work orders for the Functional Location and Dates selected.
3.2 Managing Preventive Maintenance Work Orders

1. To display work orders, select the portal path PROPERTY → FLEET → Maintenance → Work Order → Display PM Order to access the Display PM Order Select of Orders screen.

2. On the Display PM orders Select of Orders screen, select the Get Variant button.
3. On the Variant Directory of Program window, highlight your Variant Name and select the Continue button.

Note: FBMS returns to the Display PM Orders screen and populates the fields with your Variant set up.

4. Enter the Period From and to dates for your search. For example, you may want to search for orders generated the first of last week through Friday of next week.

5. Select the Execute button.
6. Select the box to the left of the first work order you want to manage. Notice the row is highlighted.

Note: FBMS displays all work orders that meet your search criteria.
7. Select the **Change <> Display** button to activate the Change function.

   **Note:** When selecting the **Change <> Display** button, the screen title that you are in will also change to reflect whether you are in change mode or display mode.

8. Double-click the **Order** number field.

   **Note:** FBMS displays the Change Maintenance Order Header screen.
9. On Change Maintenance Order, select **Menu → GoTo → Assignments → Funds Management.**

**Note:** FBMS displays the Funds Management window.
10. On the Object Assignment Funds Management window, type your **Functional Area**.

**Note**: For some Bureaus, the Fund is derived from the Functional Area. If your Fund is not derived, you will need to enter it in this window.

11. Select ☑️ the **Continue** button.

Optionally, you can verify your Fund information populated by going back into the Funds Management window as shown in step 9.

12. Select the **Operations** tab to add specific maintenance operations according to the Manufacturer’s recommendation.
13. On the Operations tab, enter each recommended operation from Edmunds.com in the **Operation short text** fields.

**Note:** you can use the **Long Text (LT)** functionality to add detailed information for a specific operation.

14. Select the **Put in process** button.

15. On the **Order Put in Process** window, select the appropriate **radio button** and select the **Continue** button.
The three (3) ways you can put the order in process include:

- **Print w/o online window** – use this radio button when you want the work order to print directly to your default printer. This option will not bring up the Select Shop Papers window.

- **Print with online window** – use this radio button when you want to select the printer where the work order will print. This option allows you to preview the work order shop paperwork before printing.

- **W/o print** – use this radio button when you do not want the work order to print. You have the option to print the work order at a later time. To print the shop paperwork at a later date, select **Menu → Order → Print → Order**.

16. Select the **Print with online window** radio button.

17. Select the **Continue** icon to view the Select Shop Papers window.

18. Optionally, select the **Print Preview** button to view the work order shop paperwork.
Note: The shop paperwork includes information such as the vehicle’s license plate number, last counter reading, functional location, order type, work order start date, and the list of specified operations.

License Plate: MNLP02
Make: FORD MOTOR CO
Model:
Year:
VIN: V86252GP660
Miles/Hours (Last Counter Reading): 500.0 MI Date: 06/01/2009
SAP Equipment: 10001002 MY SEDAN MIDSIZE, HYBRID
Functional Location Description: LD Truck 4X4/LD SUV 4x4
Order: 4901144 MNLP01 Tire Rotations
Order Type: ME01 Maintenance Order
Maint Act Type: PM Preventive Maintenance
Work Order Start Date: 09/09/2009
Priority:
Operation 0010 Operation 0010
Operation 0020 Replace air and cabin filters
Work center BLMRC01 BLM Work Center
Operation 0030 Inspect Brakes: all components
Work center BLMRC01 BLM Work Center
Operation 0040 Inspect fluids and steering system
Work center BLMRC01 BLM Work Center
Operation 0050 Rotate tires
Work center BLMRC01 BLM Work Center
Operation 0060 Change oil and filters
Work center BLMRC01 BLM Work Center

19. On the Print Preview of LOCL window, select the Back button.
20. Select the **Print/Fax** button to print the work order shop paperwork.

![Print/Fax button](image)

**Note:** FBMS displays a message on the bottom left of the page, “Order XXXXXXX saved with Notification XXXXXXX.”

21. **Repeat steps 8 through 19** on all orders requiring attention.

22. Select the **Back** button when you are finished.

![Back button](image)
3.3 Setting the Work Order status to Technically Complete (TECO)

This process assumes you already have a variant created to display all your work orders in ‘In Process’ status. If you do not have a variant created, use the task Creating a Variant to View User- Relevant PM Work Orders and change the order status selection to ‘In process’.

1. To display work orders that are currently In Process, select the portal path PROPERTY → FLEET → Maintenance → Work Order → Display PM Order to access the Display PM Order Select of Orders screen.

   **Note:** When the work is complete on the vehicle, you need to change the work order status to TECO.

2. On the Display PM orders Select of Orders screen, select the Get Variant button.

   ![Display PM orders Select of Orders screen]

   **Note:** FBMS displays the Variant Directory of Program window. If a large number of variants exist for this program, you can use the Search icon to locate your variant.

3. On the Variant Directory of Program window, highlight your Variant Name and select the Continue button.
Note: FBMS returns to the Display PM Orders screen and populates the fields with your Variant set up.

4. Select the **Execute** button.

Note: FBMS displays all work orders that meet your search criteria.

5. Select the box to the left of the first work order you want to manage. Notice the row is highlighted.
6. Select the **Change <-> Display** button to activate the Change function.

**Note:** When selecting the **Change <-> Display** button, the screen title that you are in will also change to reflect whether you are in change mode or display mode.

7. Double-click the **Order** number field

**Note:** FBMS displays the Change Maintenance Order Header screen.

8. Select the **Complete (technically)** button.
Note: If the Complete (technically) button is not listed on your menu bar, select the More button and then select Complete (technically).

9. On the Complete window, enter the Reference Date and MalfEnd Date as appropriate. If the work is started and completed on the same day, you must enter a time.

10. Select the Continue button.

Note: FMBS displays the message ‘Order XXXXXXX saved with Notification XXXXXXXXX’ in the bottom left hand corner of the window.
11. Process additional work orders as necessary.

12. Select the Back button when complete.

### 3.4 Creating a Corrective Maintenance Work Order/Notification

When a vehicle has an emergency repair, this process is initiated after the work is completed. It is important to update all information to support FBMS reporting requirements.

1. To create a new corrective maintenance work order for a vehicle or a piece of equipment, select the portal path PROPERTY → FLEET → Maintenance → Work Order → Create Order to display the Create Order Initial screen.

2. On the Create Order Initial screen, enter the following information:
   - Order Type = ME01
   - Equipment = #######

   **Hint**: Use the search icon to find your vehicle’s license plate number in order to bring back the correct Equipment number. Make sure the search category field is ‘Equipment by Fleet Identification Data’.
3. Press the **Enter** key on your keyboard

**Note:** FBMS displays default information that is pulled from the vehicle’s equipment record.

4. Complete or verify that the following information is in the Work Order Header:

   - **Work Order Description** = To make it easier to identify your work order, you should enter the license plate number of the vehicle at the start of the work order description field (i.e. I457768 Repair Radiator) and then enter meaningful data regarding the problem.
   - **PMActType** = CM
   - **Bsc start** = date the work started
5. Select **Menu → Goto → Assignments → Funds Management.**

6. **FBMS** Display the **Object Assignment Funds Management** window.
7. On the *Object Assignment Funds Management* window, type your **Functional Area**.

   **Note:** For some Bureaus, the Fund is derived from the Functional Area. If your Fund is not derived, you will need to enter it in this window.

8. Select the **Continue** button.

   Optionally, you can verify your Fund information populated by going back into the Funds Management window as shown in step 5.

9. Select the **Costs** button.
10. Enter the costs from the invoice in the **detailed costs window**.

**Note**: you will need to use the scroll bar to the right of the cost window to display the various Value Category Descriptions.

**Note**: FBMS updates the **Estimated costs** field with the combined costs for each value category.
11. Select **HeaderData** tab, select the **create notification** icon to the right of the **Notifctn** field.

12. **Note**: FBMS displays the *Create PM Notification Work Completion* screen.
13. Scroll to the bottom of the window to see the **Item information** section of the window.

14. Select the **search** button to the right of the **Object part** field.

15. On the **Catalog Selection** screen, locate the **Object Part** used on the vehicle or piece of equipment.
16. Select the arrow to the left of the Object Part to display more detailed object parts.

17. Double-click on the detailed Object Part or highlight the object part and select the Choose button.

18. Select the Search button to the right of the Damage field.
19. **Double-click** on the appropriate Damage Code or highlight the code and select the **Choose** button.

20. Enter the **Cause** text field.

   **Note**: You may want to reference the **Incident ID** where the damage occurred.
21. Select the Create Item icon to enter additional Object parts and Damage codes as required.

**Note:** The example below shows that three (3) separate items were repaired or replaced on this vehicle or equipment record.

22. Select the Items tab to display additional data input information. (You may need to scroll up to view this tab).
23. On the Items window, highlight a row.

24. Select the Activities tab.

25. Highlight the Code gr field and select the search button.
**Note:** For each Object Part that is on the Notification, you must add an Activity Code that identifies whether the item was adjusted, replaced, or repaired. If it is decided to run the part to failure, you can select that activity code.

26. Double-click the activity code or highlight and select the **Choose** button to select the activity code used for the object.
27. When all the Object parts and Damage codes are entered, and the associated activities are updated, select the Back button to return to the corrective maintenance work order.

Note: FBMS returns to the Change Maintenance Order screen.

28. Select the Put in process button.

29. On the Order Put in Process window, select the W/O print radio button and then select the Continue button.
Note: A work order must be placed in process before the status can be changed to Technically Complete (TECO).

FMBS returns to the Create Maintenance Order Initial Screen.

30. To complete the work order, select the portal path PROPERTY → FLEET → Maintenance → Work Order → Change Order to access the Change Order Initial screen.

31. Enter your work order number in the Order field.

Note: FBMS defaults the last work order you were working with into the Order number field.
32. Hit the Enter key on your keyboard to display the Change Maintenance Order screen.

33. Select **Complete (technically)** the Complete (technically) button.

   **Note:** If the Complete (technically) button is not listed on your menu bar, select **More** the More button and then select Complete (technically).

34. On the Complete window, enter the **Reference Date** and **MalfEnd Date** as appropriate.
35. Select the **Continue** Button

**Note:** FBMS displays the message ‘Order XXXXXXX saved with notification XXXXXXXXX on the bottom left side of the window.

### 4.0 Troubleshooting/Common Errors

Error message/Action/Examples – common transaction errors, BP questions

<table>
<thead>
<tr>
<th>Error</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5.0 **SOP Approval**

Besides the relevant deployment and O&M team members (approvals noted in previous section), SOP's should be reviewed and approved by the BP Team lead and the Production Support lead.

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Approved Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>FBMS PMO – Business Process Team Lead</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FBMS PMO – Production Support Manager</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>