



Work Order Tracking Template

One register for every open and closed work order, with ageing, SLA performance and cost rolling up from the log itself.

1. Register details

Site or portfolio	
Period covered	
Maintained by	
Review frequency <i>Daily stand-up / Weekly / Monthly</i>	
Target response time <i>by priority – state it here so the SLA column means something</i>	

2. Work order log

WO no.	Raised	Location / asset	Job	Type	Pri.	Owner	Status	Closed	Days	Hrs	Cost	SLA
WO-1042	18/09/2026	L2 East / AHU-03	No cooling in open plan	Reactive	P2	D. Osei	Complete	19/09/2026	1	2.5	198.50	Y

WO no.	Raised	Location / asset	Job	Type	Pri.	Owner	Status	Closed	Days	Hrs	Cost	SLA
Totals												

♦ Days open fills itself from the raised and completed dates. Leave Completed blank while a job is open and the cell stays empty rather than showing a wrong number.

3. Open by status

Status	Count
Open	
Assigned	
In progress	
Awaiting parts	
On hold	
Complete	
Cancelled	
Total logged	

♦ Counts read straight from the log. Add a row here if you use a status that is not listed, and spell it exactly as you spell it in the log.

4. Open by priority

Priority	Count
P1	
P2	
P3	
P4	

5. By type

Work type	Count
Reactive	
Preventive	
Corrective	
Inspection	
Project	

♦ The reactive share of this column is the single most useful number on the page. A maintenance function that is mostly reactive is a maintenance function without a plan.

6. SLA performance

SLA met	Count
Y	
N	
Total with an SLA outcome	

7. Period summary

Total labour hours logged	
Work orders raised this period	
Work orders closed this period	
Net change in the backlog	
Average days to close	
Oldest open work order — number and age in days	

♦ A backlog that grows every period does not need a better tracker, it needs either more capacity or fewer work orders accepted. This row is how you show that.
