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COLLEGE *of*  
CENTRAL  
FLORIDA

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**MAINTENANCE OPERATION PROGRAM  
(MOP)**



April 2020

## Maintenance and Operational Program (MOP)

MOP is College of Central Florida's (CF) comprehensive facilities maintenance management process; designed and established to extend value and life of finite resources.

The goal of the College of Central Florida's (CF) Maintenance and Operational Program (MOP) is to maximize the service life span of owned permanent facilities by performing recommended preventative maintenance procedures on buildings and systems in accordance with generally accepted industry standards, manufacturer's contractual warranty requirements, and College policies and procedures. A secondary goal is to repair systems or equipment that have failed and return them to full service.

MOP is CF's comprehensive facilities maintenance management process; which was designed and established to extend value and life of finite resources. The primary aspect of operational maintenance is comprehensive facilities maintenance management which consists of ability to manage various phases of maintenance for multiple systems, at multiple sites on a continual synchronized basis

CF's MOP is synchronized in layers designed to meet the array of maintenance needs of various systems at anticipated time intervals. The goal of MOP under comprehensive facilities maintenance management is to maximize the service life span of structures and systems whereby preventing costly repairs. An overall arching process to achieving that goal is set by conducting General Maintenance (GM) coupled with performance of Preventative Maintenance Checks and Service (PMCS) and Deferred Maintenance.

### The synchronized layers of MOP consist of:

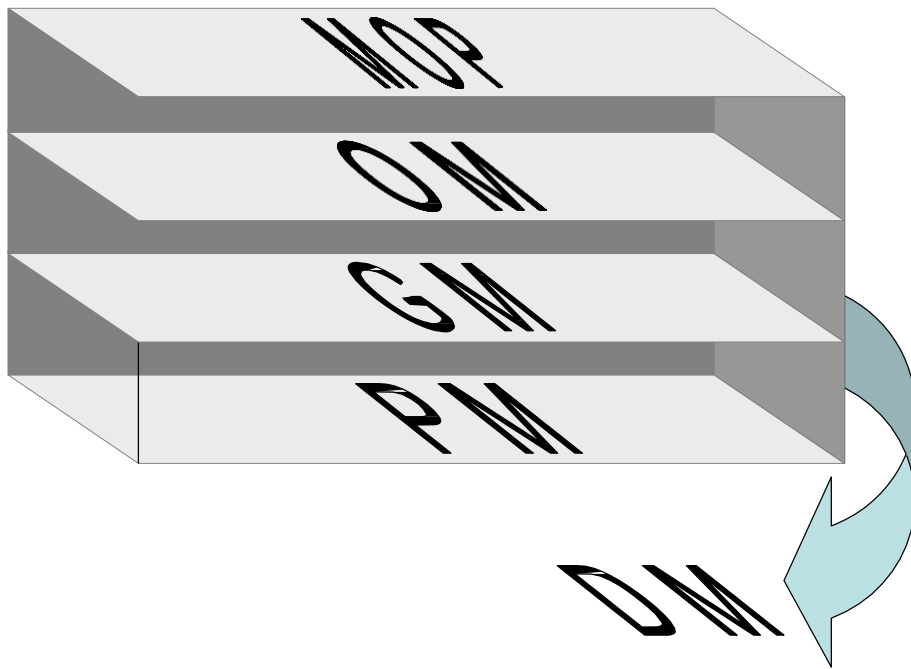
1. **Operational Maintenance (OM)** – is normally performed by the user as user level maintenance such as refueling or cleaning. Depending on technical level of confidence OM may be coupled with some aspects of General Maintenance (GM). I.e. you put gasoline in your vehicle to drive it and may wash it yourself or take it to a carwash.
2. **General Maintenance (GM)** – consists of all aspects of OM and may be performed by the more technically qualified user but generally left to a higher level of maintenance qualified individual. GM is the type of maintenance performed to keep those finite resources functioning such as alignments, filter and lubrication changes. As OM is a sub-layer to GM, similarly GM is a sub-layer to Preventative Maintenance (PM). I.e. although one may be comfortable with changing their own oil in their car, there is the whole “where to dispose of the oil” aspect and would rather not be bothered in which case they take it to a shop where they change the oil, and the filter and may recommend wiper blades based on the amount of wear. Sighting this wiper change is a form of PM.
3. **Preventive Maintenance (PM)** – consists of all aspects of GM and is usually performed by the more technically qualified individuals able to recognize deficiencies and have a firm grasp on the layers of maintenance management. PM is also known as Preventative Maintenance Checks and Service (PMCS) because essentially it consists of conducting scheduled checks and services to prevent additional maintenance. A person conducting PM not only seeks out deficiencies but takes the corrective action by way of physically repairing or oversight to ensure the work is performed to correct the issue. PM is a sub-layer to OM and GM. I.e. PM may start with user level by noticing an unusual noise or unusual operational ability. Users generally seek the advice of a specialist or someone who can determine deficiencies as well as has recognized the potential of future deficiencies. This person is not only qualified to make the repairs but understands comprehensive maintenance [Click this link for additional information on CF's PMCS](#)
4. **Deferred Maintenance (DM)** – is generally GM and or PM level maintenance or significant equipment or system rebuild or replacement that cannot be properly conducted immediately as a result of lack of resources such as funding or available labor. DM is a calculated risk of deferring PM and GM until such actions can be properly conducted. The risk is prioritization of the “most need” in a timely manner to avoid catastrophic repairs. Even when costly repairs are avoided additional funding or labor is required to conduct “catch up maintenance” or the GM and PM that should have been conducted during the period of deferral. I.e. a local shop mechanic conducts GM & PM and advises of excessive wear

patterns on a customer's tires. He recommends an alignment and new tires. Customer knows he needs the alignment and the new tires but just cannot afford to purchase so he defers the maintenance hoping not to have a blow out before he replaces them. When he finally gets the money to make the repair the mechanic advises that he should have made the repairs sooner and now needs additional bushings. Often deferred Maintenance work is costly work which must be planned ahead in the Capital (CIP) or annual departmental budgeting process. [Click this link for additional information on DM.](#)

In rare cases the same individual may conduct OM, GM and PM. General rule is higher level technician may conduct lower level maintenance but lower level technician may not always be qualified to conduct upper level maintenance.

The following illustration may help in understanding the generic examples cited in each paragraph.

### Comprehensive Facilities Maintenance Management Process



Changes and updates to this document shall be indicated by the date in the lower left corner of each page.

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