

MAINTENANCE AND ENGINEERING | COURSE BROCHURE

Work Order Management and Backlog Control

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Work orders are the backbone of maintenance management, recording what is done, by whom and at what cost. This course covers work order management: work requests, prioritisation, work order types, planning and approval, closing with good data, backlog measurement and control, and using work order data for improvement.

Poor work order discipline leads to lost history, unclear priorities and growing backlogs. You will learn to manage maintenance work systematically.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Work order exercises, prioritisation workshops, backlog analysis and CMMS demonstrations.

Course objectives

By the end of this course, participants will be able to:
• Design work request and work order processes
• Prioritise maintenance work consistently
• Plan and approve work orders
• Close work orders with useful data
• Measure and control maintenance backlog
• Use work order history for improvement

Target audience

This course is suitable for:
• Maintenance planners and schedulers
• Maintenance supervisors
• CMMS administrators
• Maintenance managers
• Reliability engineers



Course content

Target competencies

Participants will develop competencies in:

- Process design
- Prioritisation
- Backlog management
- Data quality
- Continuous improvement

Course outline

Day 1: Work Management

09:00–10:08	Work order life cycle
10:08–11:00	Roles
11:00–11:30	**Coffee break**
11:30–11:45	Roles (continued)
11:45–12:53	Common problems
12:53–14:00	Exercise

Day 2: Requests and Priorities

09:00–10:08	Work requests
10:08–11:00	Priority matrices
11:00–11:30	**Coffee break**
11:30–11:45	Priority matrices (continued)
11:45–12:53	Emergency work
12:53–14:00	Workshop

Day 3: Planning and Approval

09:00–10:08	Planning work orders
10:08–11:00	Approvals
11:00–11:30	**Coffee break**



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11:30–11:45	Approvals (continued)
11:45–12:53	Scheduling links
12:53–14:00	Exercise

Day 4: Closing and Data

09:00–10:08	Failure codes
10:08–11:00	Labour and materials
11:00–11:30	**Coffee break**
11:30–11:45	Labour and materials (continued)
11:45–12:53	Feedback
12:53–14:00	Case study

Day 5: Backlog

09:00–10:08	Backlog measurement
10:08–11:00	Control
11:00–11:30	**Coffee break**
11:30–11:45	Control (continued)
11:45–12:53	Improvement
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Amsterdam Confirmed dates	23 Nov 2026	27 Nov 2026	**£5,080.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**£5,300.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**
Dubai Confirmed dates	11 Jan 2027	15 Jan 2027	**£6,300.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.–**
London Confirmed dates	1 Feb 2027	5 Feb 2027	**£4,900.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.–**
Vienna Confirmed dates	22 Feb 2027	26 Feb 2027	**£5,880.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.–**
Rome Confirmed dates	15 Mar 2027	19 Mar 2027	**£4,900.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.–**
Barcelona Confirmed dates	5 Apr 2027	9 Apr 2027	**£5,680.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**£1,250.–**
Rome Confirmed dates	19 Apr 2027	23 Apr 2027	**£4,900.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.–**
Vienna Confirmed dates	10 May 2027	14 May 2027	**£5,880.–**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Cape Town Confirmed dates	31 May 2027	4 Jun 2027	**£3,780.–**
Online Confirmed dates	31 May 2027	4 Jun 2027	**£1,250.–**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**£6,300.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Barcelona Confirmed dates	12 Jul 2027	16 Jul 2027	**£5,680.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.–**
Cape Town Confirmed dates	26 Jul 2027	30 Jul 2027	**£3,780.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.–**
Paris Confirmed dates	16 Aug 2027	20 Aug 2027	**£5,720.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**£1,250.-**
Frankfurt Confirmed dates	6 Sept 2027	10 Sept 2027	**£5,300.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Dubai Confirmed dates	27 Sept 2027	1 Oct 2027	**£6,300.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**£1,250.-**
Rome Confirmed dates	18 Oct 2027	22 Oct 2027	**£4,900.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,250.-**
London Confirmed dates	1 Nov 2027	5 Nov 2027	**£4,900.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,900.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.-**
Cape Town Confirmed dates	13 Dec 2027	17 Dec 2027	**£3,780.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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