

Hydro Generation Work Management Process (WMP) for Recurring and Corrective Work

SUMMARY

This procedure explains how to implement a Hydro Generation Work Management Process (WMP) for recurring and corrective work.

The WMP is a series of uniform procedures and processes for entering, managing, and editing asset data and tracking and documenting work in the Systems Applications and Products Work Management System (SAP WM) pertaining to Hydro equipment, facilities, and systems.

Level of Use: Reference Use

NOTE

Always OBTAIN the latest version of the guidance document from the Guidance Document Library (GDL).

If using an existing copy, COMPARE the publication date AND version number on your working copy of this document against the most recently published electronic version to verify that it is current.

TARGET AUDIENCE

Power Generation employees who perform work related to the hydroelectric assets.

SAFETY

Implementing this procedure will not raise the risk of a specific hazard to personnel, the public, or equipment.

BEFORE YOU START

- 1.1 Hydro Area manager OR appropriate supervisor CONFIRM only trained AND qualified personnel perform the work outlined in this procedure.
- 1.2 READ this entire procedure before implementing the Hydro WMP.
- 1.3 REFER TO Appendix A Corrective and Recurring Work Flow, as necessary.

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PROCEDURE STEPS

1 Work Identification

NOTE

Identification of regulatory compliance requirements or commitments is covered in the PG-2498P-02, "Compliance Work Management Process."

1.1 IDENTIFY preventative maintenance, corrective work, inspections, testing, monitoring, OR other standard work on hydro assets through the following sources:

- Regulatory compliance requirements OR commitments (reference PG-2498P-02)
- Internal standards or procedures OR other formal internal governance
- Recommendations from original equipment manufacturer (OEM)
- Recommendations resulting from asset performance monitoring/health data
- Recommendations from asset management, dam safety, operations OR maintenance subject matter experts (SMEs)
- Corrective work discovered during operations or maintenance activities
- Corrective action identified as part of the Corrective Action Program (CAP)
- Actions identified from a Justification for Continued Operation (JCO)

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1.2 Identification of Corrective work or other one-time activities:

1. Personnel ENTER the identified issue(s) into SAP WM as an H1 Notification, providing the following minimum information:
 - a. Subject (short text, 40 characters)
 - (1) DESCRIBE the work requested.
 - b. Equipment Record (from hydro hierarchy)

NOTE

Functional Location will be automatically populated with entry of Equipment Record. Default "Responsibilities" (Main Work Center (MWC)) will be automatically populated with entry of Equipment Record

- (1) VALIDATE and CORRECT auto-populated information, as needed.
- c. Object, Damage, and Cause Codes
- d. Priority Code
 - (1) SELECT based on judgement; will be validated by leadership during their daily review of new Notifications
 - (2) PRIORITIZE H1 Corrective work PER Table 1, Corrective Work Priority and Descriptions.

Table 1, Corrective Work Priority and Descriptions

Priority	Work Description
Priority 1 Emergency Work/Forced Outage (actual or imminent)	Presents an immediate impact to safety, the environment, or reliability and must be addressed with urgency. Begin work as soon as possible, break-in-work.
Priority 2 Urgent Work/Maintenance Outage	Does not present an immediate impact to safety, the environment, or reliability, but must be addressed soon to avoid worsening of the condition (issue will escalate if not addressed). A maintenance outage might be required, break-in-work.
Priority 3 Essential Work/Planned Outage	Essential Planned Work: important for safety, compliance, reliability, quality, or affordability.
Priority 4 Discretionary Work	Desired Improvements: Opportunity to improve safety, compliance, reliability, quality, or affordability.

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1.2.1 (continued)

NOTE

At leadership's discretion, a Priority level can be changed if risk changes. Priority can be lowered if action is taken or information is gathered, AND documented in the Notification long text, justifying a lower priority level. Similarly, Priority can be elevated if a condition worsens and aligns to a new, higher priority, which also must be documented in the Notification long text.

- e. Required End Date (Due Date)
 - (1) IF generated from an HC Notification Task,

THEN UNDERSTAND date will be automatically populated (compliance requirement or commitment), and can only be edited by authorized Hydro Licensing personnel.
 - (2) IF NOT generated from an HC Notification Task,

THEN UNDERSTAND date will be automatically populated, upon save, in accordance with scheduling criteria associated with Priority code selected.
- f. Outage Required
 - (1) SELECT yes OR no, if known.
- g. Long Text:
 - (1) DESCRIBE the nature of the problem with detail sufficient that receiver will NOT be dependent on having a further conversation with Notification issuer.
 - (2) IF discussion is required due to complexity of the problem,

THEN issuer INITIATE discussion at time Notification is created.
 - (3) IF attachments are helpful for identifying the problem,

THEN ADD attachments, such as photos OR reports.
- 2. For work groups who collectively review new Notifications during Daily Operating Reviews (DORs):
 - a. Collective leadership team REVIEW new Notifications during DOR and VALIDATE priority, responsibilities assignment, AND Required End Date.

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1.2.2 (continued)

- b. Supervisor of MWC assigned (Responsible Supervisor) APPROVE or REJECT requested Notification.

- (1) IF additional information is needed to clarify work scope OR other information,

THEN Responsible Supervisor OR designee CONTACT Notification issuer for additional information.

- 3. For work groups who do NOT review Notifications during DOR, Responsible Supervisor (or temporary delegate):

- a. REVIEW new Notifications daily and VALIDATE priority, responsibilities assignment, AND Required End Date.

- b. APPROVE or REJECT requested Notification.

- (1) IF additional information is needed to clarify work scope OR other information,

THEN Responsible Supervisor OR designee CONTACT Notification issuer for additional information.

- c. ASSIGN to the individual in the work group who will be responsible for the work using their specific MWC OR Lan ID (user responsible field, for workers who do NOT have MWC assigned).

NOTE

Compliance Requirements (REGL): Once the Responsible Supervisor changes the H1 Notification status to Approved, they are accountable for completing the action by the required due date OR notifying the LC/DSL/C at least 45 days in advance of the required due date to determine if an EOTR is required.

- 4. Upon approving a Notification that requires a Work Order, Responsible Supervisor (OR delegate) CREATE the Order.

- a. VALIDATE MWC AND Priority fields have properly copied over from Notification.

1.3 Identification of preventative maintenance, inspections, or other recurring work:

- 1. UNDERTSTAND Maintenance Plans must be created, updated, OR cancelled when:

- a. Compliance requirements are issued OR changed.

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1.3.1 (continued)

- b. Equipment is installed OR removed due to acquisition, construction, maintenance, divestiture, OR decommissioning.
- c. Asset Management's interdisciplinary maintenance design working group/team makes recommendations for new, different, OR cancelled maintenance plans.
- d. Standards, procedures, OR other formal internal governance is issued OR changed.
- e. Lessons are learned from inspections, cause evaluations, OR other audits OR assessments.
- f. Adjustments to maintenance plan cycle frequencies, scheduled calls, OR due dates are warranted.

NOTE

SMEs responsible for compliance, asset management, maintenance planning, operations, maintenance, construction, and safety programs, are responsible for requesting new maintenance plans, edits to existing maintenance plans, or cancelation of obsolete maintenance plans.

2. REQUEST new maintenance plans, edits to existing maintenance plans, OR cancelation of obsolete maintenance plans as follows:
 - a. IF Equipment Record updates are required, AND/OR the maintenance plan edits will cover a significant scope of work,

THEN GO TO Section 5, Asset Registry Updates, for alternative procedure steps.
 - b. IF Equipment Record updates are NOT required, AND/OR the maintenance plan edits will NOT cover a significant scope of work,

THEN:
 - (1) SUBMIT an H1 Notification (work request) to Maintenance Planning Supervisor (by assigning MWC) who has jurisdiction for asset(s).
 - (2) On H1 submitted to Maintenance Planning Supervisor, PROVIDE the following information to Maintenance Planner via H1 Notification:
 - Verification that request has been discussed with stakeholders concerned with the asset, such as maintenance and asset management.

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1.3.2.b.(2) (continued)

- Scheduling criteria including maintenance cycle frequency (i.e. annual, monthly, etc.), when the Notification should be called for each cycle (i.e. T-30 days, T-90 days, etc.), and the Required End Date for each cycle (i.e. Dec 31 annually).
- Equipment Number
- Priority Code (H3 Recurring work should be prioritized per Table 1, Corrective Work Priority and Descriptions).

Table 2, Recurring Work Priority and Descriptions

Priority	Work Description
<p>Priority 1 – External: Employee/Public/Facility Safety, Environmental, and Reliability Compliance Requirements</p>	<ul style="list-style-type: none"> • Regulatory required work. Includes a wide variety of employee/public/facility safety, environmental, and reliability inspections, maintenance, testing, and other work that is driven by external compliance requirements. • Regulating agencies include, but are not limited to, FERC, NERC/WECC, OSHA, NFPA, CPUC. Includes work ordered by regulator(s) and commitments that PG&E has made to regulators to achieve compliance requirements, such as the Wildfire Mitigation Plan (WMP), FERC License implementation plans, and regulatory required safety program, etc.
<p>Priority 2 – Internal: Implementation of Internal Standards/Procedures, or Work Required for Critical Asset health (that are not considered external compliance requirements)</p>	<ul style="list-style-type: none"> • Implementation of a wide variety of work that is driven by internal enterprise or departmental governance documents such as standards and procedures. Includes a wide variety of employee/public/facility safety, environmental, reliability, and asset health-related requirements. • <u>High priority</u> recommendations from Original Equipment Manufacturer (OEM), or Asset Management (AM), or from an audit finding or cause evaluation, for specific critical equipment (whereas there may not be a corresponding Standard or Procedure for maintenance of unique equipment).
<p>Priority 3 – Internal: Continuous Improvement on Quality, Efficiency, Affordability</p>	<ul style="list-style-type: none"> • Implementation of work that has been identified to optimize asset lifecycle, improve performance of assets, or enable collection of additional data for asset lifecycle management. • <u>Lower priority</u> recommendations from OEM, AM, audit findings or cause evaluations. • Maintenance or improvements to equipment or systems that have likelihood of improving affordability for customers, or stronger environmental stewardship.
<p>Priority 4 – Internal: Discretionary Work</p>	<ul style="list-style-type: none"> • Other work that enables stronger quality, efficiency, affordability, flexibility as recommended by Asset Management, O&M leadership, or other subject matter experts.

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1.3.2.b (continued)

- Resource allocation required (labor hours, number of personnel).
- Reference to the origin of the requirement or recommendation.
- Work constraints (i.e. outage, permit, seasonality, safety requirements, etc.).
- Work instructions, which may include methods, tools, materials, etc.
- Expectations regarding the documentation requirements for work completion.

2 Planning and Scheduling Work

NOTE

PG-2424P-01, "Hydro O&M Outage Planning," must be used to plan AND schedule O&M outages to accommodate outage work.

2.1 Planning and scheduling corrective work OR other one-time activities:

NOTE

Regulatory (REGL) Work and External Commitments (e.g. Wildfire Mitigation Plan), regardless of Priority, must be completed by the assigned Required End Date, unless formal extension of time is issued.

1. With management discretion, SCHEDULE work in accordance with Priority, as follows:
 - Priority 1: Break-in-Work, target 14 days
 - Priority 2: Break-in-Work, target 45 days
 - Priority 3: Planned Work, target 1 year
 - Priority 4: Planned Work, default 2 years (may be scheduled beyond that at supervisor discretion)
- a. Regardless of Priority, ENSURE Regulatory (REGL) Work and External Commitments (e.g. Wildfire Mitigation Plan), completed by the assigned Required End Date, unless formal extension of time is issued.

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2.1 (continued)

2. Supervisor, Crew Lead, AND Maintenance Scheduler, working together:
 - a. DETERMINE constraints that affect schedule, such as the following, and SATISFY constraints using processes which may be external to this procedure (Application for Work, permitting, water management, etc.):
 - Outage OR clearance
 - Environmental OR permit
 - Seasonality OR weather
 - Safety requirements, etc.
 - b. DETERMINE resources needed (contracting, procurement, funding, material, tools, equipment, etc.) to execute work.
 - (1) SATISFY resource requirements using processes which may be external to this procedure (budget planning, supply chain, rentals, etc.).
 - c. REVIEW Equipment Work History Report to identify lessons learned AND other potentially important information from prior work.
 - d. ENTER a planned start AND basic finish date in accordance with identified constraints AND resource availability.
3. IF work is outage related,

THEN Maintenance Scheduler ENSURE appropriate outage revision number entered on Order.

2.2 Planning and scheduling preventative maintenance, inspections, or other recurring work:

1. With management discretion, SCHEDULE work as follows:
 - a. Priority 1
 - (1) ENSURE work completed each time Notification is called by the Required End Date for the cycle.
 - (2) CONSIDER NO misses OR extensions are acceptable without an approved compliance variance from jurisdictional agency.

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2.2 (continued)

- b. Priority 2
 - (1) ENSURE work completed each time Notification is called by the Required End Date for the cycle.
 - (2) WHEN work is governed by internal standards/procedures,
THEN CONSIDER NO misses OR extensions are acceptable without approval from the owner of the standard OR procedure.
 - (3) WHEN work is NOT governed by a standard OR procedure,
THEN CONSIDER NO misses OR extensions are acceptable without approval from asset management OR O&M leadership, whichever originated the requirement.
 - c. Priority 3
 - (1) COMPLETE required action by due date.
 - (2) ALLOW required action be deferred to the next available opportunity OR outage at the implementing organizations discretion, NOT to exceed one extension OR missed cycle from initial Required End Date without input from the requesting organization.
 - d. Priority 4
 - (1) SCHEDULE required action at the implementing organizations discretion.
 - (2) AVOID exceeding two extension OR missed cycles from initial Required End Date without input from the requesting organization.
2. Maintenance Planner, upon receipt of H1 Notification requesting Recurring Plan creation, CREATE Maintenance Plan(s) with the information provided.
 3. Once plan is created, Maintenance Planner RECORD recurring maintenance plan number in H1 Notification originally initiating the work.
 4. IF work is outage related,

THEN maintenance planner ENSURE appropriate outage revision number entered on Order.

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3 Work Execution

3.1 ENSURE personnel execute work:

1. With utmost focus on safety AND quality.
2. Within the capabilities they are skilled AND trained for.
3. With effort to be efficient AND mindful of costs.

3.2 IF a safety OR quality challenge is identified, THEN STOP work.

1. NOTIFY Supervision as soon as possible.
 - a. Work supervisor ENSURE the following:
 - (1) Issues are addressed before work proceeds, escalating for additional support as needed.
 - (2) SAP gets updated to accurately reflect significant changes to the plan OR schedule.

4 Closing Out Work

4.1 Daily, person who executed work (OR a representative of a crew who executed work, as delegated by the Crew Lead):

1. DOCUMENT details of any completed work in SAP as follows:
 - a. DOCUMENT actions taken AND work performed, including:
 - (1) Who performed the work.
 - (2) How work was performed (including notes about any challenges experienced during the work).
 - (3) When work was performed.

NOTE

It is acceptable to link to an ERIM compliant server (Documentum, IRIS)

- b. ATTACH evidence of work to Notification, such as:
 - Photos

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4.1.1.b (continued)

- Inspection forms
- Written reports
- Readings/measurements
- Drawings/sketches
- Bill of materials/receipts, etc.

2. DOCUMENT significant status changes for work-in-process, such as.:

- Discoveries made during investigation/troubleshooting
- Interim mitigation measures to reduce risk while awaiting long-term repair/resolution.
- Parts on order (including vendor, estimated delivery time, etc.).
- Reasons for work delays.

3. CLOSE completed Notifications

- a. In Reference Date field, ENTER date work was actually completed.

4. Billable employees involved with the job CHARGE time on timecard to job Order worked, including:

- Prep time
- Travel time
- Work time
- Documentation time

4.2 Weekly, Supervisor of the MWC who completed work:

1. REVIEW completed Notifications (with active Orders).

2. CHECK work documentation for completeness AND accuracy.

- a. COMPARE work documents provided to work documents requested in Notification long text.

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4.2 (continued)

- b. ENSURE requested documents have been provided, filled out AND attached OR linked from official system of record (e.g. IRIS) to Notification.
3. WORK with maintenance planner to:
 - a. ADJUST maintenance plan information OR schedules, as needed.

OR
 - b. CREATE new H1 Notification(s) to capture additional work, as needed.
4. CLOSE Orders following completion of verification of completed work AND documentation.

5 Asset Registry Updates

5.1 WHEN equipment is planned for installation OR removal, due to any of the following:

- Acquisition
- Construction
- Maintenance
- Divestiture
- Decommissioning

THEN at onset of work, project team OR maintenance leader IDENTIFY a person responsible for tracking AND submitting equipment change records.

5.2 Person responsible for tracking AND submitting equipment change records:

1. REQUEST existing asset registry details (equipment hierarchy, equipment records) for the potentially in-scope equipment.
 - a. REQUEST existing maintenance plan records for in-scope equipment.
2. REVIEW existing asset registry against the project/job plan and DISCUSS scope of changes anticipated with Maintenance Planner.

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5.2 (continued)

3. Together with the Maintenance Planner, DETERMINE the best method to compile records of equipment change records AND maintenance plans associated with project/job, for example:
 - a. Creating H1 SAP Notification to initiate Maintenance Planner work.
 - b. Deciding whether to use equipment change forms OR compile equipment fields to Excel spreadsheets, etc. in prep to be loaded to SAP.
 - c. Compiling information including:
 - (1) Equipment characteristics like make, model, serial number, voltage, etc.
 - (2) Equipment and Vendor documentation.
 - Purchase order and Bill of Material Information
 - Equipment Shop Drawings
 - Installation, Operation, and Maintenance manuals
 - Equipment test information such as factory tests results, test certificates, commissioning data, etc.
 - Equipment warranty information
4. Upon completion of construction AND NO later than two weeks following release to Operations, PROVIDE final information to Maintenance Planner.

NOTE

As an alternative to manual update of SAP asset data, IT has the ability to perform mass or bulk updates using the bulk update tool for single asset type information to include elements and characteristics data.

- 5.3 Within 30 days following release to Operations, Maintenance Planner UPDATE SAP records.
 1. VERIFY spreadsheet information with Asset Management.
 2. Hydro Maintenance Planning Program Manager (or delegate) SPOT CHECK for accuracy.

END of Instructions

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DEFINITIONS

Accounting: Defines the “Planning Order Link” that the Work Order costs are assigned to. The material activity type (MAT codes) will determine the available planning Orders for selection.

Compliance Item: PG&E defined grouping or generic term for Compliance Requirements, Commitments and Obligations. See PG-1101S, “Power Generation Compliance Management Program” for further definition.

Corrective Work: A specific Notification created by a user to identify an abnormal condition at facilities or equipment that needs to be corrected.

Delegate or Designee: A person identified by a leader to temporarily act on the leader’s behalf for a specific period or for a specific one-time action.

Extension of Time Request (EOTR): An EOTR must be filed if the due date required by FERC regulation or license condition OR made through commitments by PG&E (including for commencement OR completion of a construction project OR other modification approved by FERC) cannot be met. The EOTR must be filed in accordance with PG-2100P-02, “Power Generation Regulatory Agency Submittal Process.”

Main Work Center (MWC): Identifies the person or group responsible for a Notification or Order. The MWC identifies the person responsible for completing the Notification. The MWC receives all SAP-originated email associated with a Notification, such as when a task is completed.

Notification: Created by an SAP user to track a one-time work action or an action that is performed at an irregular interval or is created by SAP through a recurring maintenance plan for a work action that repeats at a predictable interval. Documents equipment history data.

Recurring Maintenance Plan: Created by a maintenance planner to create a Notification to perform O & M work on a regular or predictable interval. The user defines the required end date and the period or frequency of recurrence. SAP then creates an associated H3 Notification at the frequency specified.

Responsible Supervisor: Supervisor of effected main work center/ group performing the work or the task

Work Order: Created by an SAP user or SAP system to monitor the execution of maintenance tasks or entering or settling costs incurred by maintenance tasks.

IMPLEMENTATION RESPONSIBILITIES

Area O&M manager is responsible for implementing this procedure in their jurisdiction.

Area supervisor is responsible for communicating this procedure to the target audience.

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GOVERNING DOCUMENT

PG-2498S, "Hydro Work Management Process"

COMPLIANCE REQUIREMENT / REGULATORY COMMITMENT

Records and Information Management:

Information or records generated by this procedure must be managed in accordance with the Enterprise Records and Information (ERIM) program Policy, Standards and Enterprise Records Retention Schedule (ERRS). REFER GOV-7101S, "Enterprise Records and Information Management Standard" and related standards. Management of records includes, but is not limited to:

- Integrity
- Storage
- Retention and Disposition
- Classification and Protection

REFERENCE DOCUMENTS

Developmental References:

- NA

Supplemental References:

- PG-2424P-01, "Hydro O&M Outage Planning"
- PG-2498P-02, "Hydro License Compliance Work Management Process (WMP)"
- PG-1101S, "Power Generation Compliance Management Program"
- PG-1101P-01, "Power Generation Compliance Management"
- PG-1101P-02, "Power Generation Compliance Management Work Processes"

APPENDICES

Appendix A, "Corrective and Recurring Work Flow"

ATTACHMENTS

NA

DOCUMENT REVISION

This document supersedes PG-2498P-01, "Hydro Generation Work Management Process (WMP) for Recurring and Corrective Work," Rev 4, dated 01/13/2021.

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REVISION NOTES

Where?	What Changed?
Editorial Only Update 08/08/2023 – No change to Rev level or Date	
Appendix A	Correct Flowchart attached.
This Revision, Rev 5, (08/07/2023)	
Throughout	<p>Converted to the new Guidance Document Management (GDM) template, including minor editorial updates</p> <p>Provided new definitions for priority codes.</p> <p>Refined roles, responsibilities for procedure steps throughout.</p> <p>Provided more detailed explanation of procedure steps and documentation requirements.</p> <p>Added section for Asset Registry Updates.</p>
Revision 4, (01/13/2021)	
Throughout	<p>Converted to new Guidance Document Management (GDM) template, including minor editorial updates.</p> <p>Added language on rejecting compliance related H1s and EOT notifications.</p> <p>Added language on creating H3s for compliance related recurring work.</p> <p>Added language on prioritizing compliance items.</p> <p>Added definitions for Compliance Item and EOTR.</p>
Revision 3, (09/07/2021)	
Procedure Steps: Section 5.1	Split section 5.1 into two sections (added 5.2), to aid in identification and determination of H1 (corrective) priority vs. H3 (recurring) priority.
Document Ownership	Updated to current names and titles
Revision 2, (05/04/2021)	
Throughout	Minor editorial edits to improve content flow and clarity.
Summary, Section 1.2 and Section 4.2	Added references to PG-1101S, "Power Generation Compliance Management Program" and PG-1101P-01, "Power Generation Compliance Management."
Document Ownership	Updated to current names and titles.
Rev 1, (01/23/2019)	
Entire Procedure	Converted to current Procedure template and style.

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