

**GUIDELINES:**

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Issued: December 17, 2014

Revised:

**PURPOSE:**

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To develop a seamless and efficient process for installation of cores and keys for all campus customers. Through this procedure, improvements will be gained in the areas of customer service, security, and project completion/close out.

**DEFINITIONS:**

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CP = Capital Projects

FISC = Facilities Integrated Service Center

FMD = Facilities Management Department

FO = Facilities Operations

FTASK = Facilities Chargeable Work Task

GCM = General Construction Manager

PM = Project Manager

PS = Protective Services

WUSM = Washington University School of Medicine

**PROCESS:**

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**1. Design Phase**

- a. Project drawings will dictate the number of Cores required for the project.
- b. Facilities Operations (FO) with Protective Services (PS) will determine the appropriate keyway.
- c. The Capital Projects (CP) Project Manager (PM) will establish a work order for the project. He/she will email the FISC at (***WUSMFacilities@wusm.wustl.edu***) the following information:
  - i. The Project number.
  - ii. The Project Name.
  - iii. Request for the cores and keys to be picked up at the FMD Supply Room and installed on stated approximate future date.
- d. The FISC will reply to the CP PM with a Facilities chargeable work task (FTASK) number for billing and tracking purposes.
- e. The CP PM will contact the Washington University School of Medicine (WUSM) authorized "Best Lock company" representative – (Stanley Security or Overhead Door) – and provide them with:
  - i. Project Name.
  - ii. FTASK Number.
  - iii. FMD Supply Room address – 4570 McKinley Ave., St. Louis MO, 63110 – to deliver the keys and cores.

**2. Demolition/Pre-Construction**

(G:)/Shared/D&C FO Document/Core and Key Process/Revised FMD Core & Key Process for Renovations

- a. If reusing Cores – CP PM will contact FISC and request removal of cores for reuse. FO Key Shop will remove requested cores for future reuse.
- b. If using construction cores – CP PM will contact FO Customer Service and request installation of construction cores, identifying the quantity of construction keys required. FO Key Shop will install construction cores and provide PM the keys within 2 days of request.
- c. Outside Contractors are **not allowed** to install their own construction cores.

### 3. **Construction Phase**

- a. The CP PM will meet with the customer and Best Lock representative and determine the Key and Core Schedule.
- b. Best Lock representative will develop the Key and Core Schedule and send to the CP PM.
- c. The CP PM will have the customer approve and sign off on the Key and Core Schedule.
- d. The CP PM will give Best Lock representative the go-ahead to send the Key and Core codes to the WUSM Key shop via fax.
- e. The project door hardware supplier will send the blank cores to Best Lock representative.
- f. Best Lock representative, with the Key and Core Schedule, will cut the keys and pin the cores for the project.
- g. Best Lock representative will attach the FTASK number and the project number on the product and deliver the finished keys and cores to the FMD Supply Room.
- h. The FMD Supply Room will notify the Key Shop when the cores and keys have arrived.
- i. The FO Key Shop will notify the CP PM that the cores and keys have arrived on campus.
- j. The FO Key Shop will store the cores and deliver the keys to the CP PM.
- k. **From 1 to 15 cores - A minimum of five (5) working days in advance**, the CP PM will notify the FO Key Shop and provide the Key and Core Schedule to install the cores.
- l. **For 16 or more cores - A minimum of ten (10) working days in advance**, the CP PM will notify the FO Key Shop and provide the Key and Core Schedule to install the cores.

### 4. **Construction – Punch list completion**

- a. The FO Key Shop will remove the construction cores and install the new or reused cores on the requested date.
- b. The CP PM will recover the construction keys from the contractors.
- c. The CP PM will deliver the keys to the customer.

WUSM-authorized “Best Lock Company” representative:

Overhead Door Company – Erin Rich – phone – 781-5200 – email – [erin.rich@ohdstl.com](mailto:erin.rich@ohdstl.com)

Stanley Security – Dan Stephens – phone - 913-748-6831

WUSM-approved project hardware suppliers:

Overhead Door

Newer Materials

H&G Sales