

SOP Template: Corrective Maintenance and Emergency Repairs Process

This SOP details the **corrective maintenance and emergency repairs process**, covering identification and reporting of equipment faults, prioritization of repair tasks based on urgency, allocation of qualified maintenance personnel, use of appropriate tools and replacement parts, adherence to safety protocols during repair work, documentation of repair activities and outcomes, and procedures for follow-up inspections to ensure restored functionality. The objective is to minimize equipment downtime and ensure operational safety and efficiency.

1. Purpose

To define standard procedures for the timely and effective execution of corrective maintenance and emergency repairs, ensure minimal equipment downtime, and maintain safe and efficient operations.

2. Scope

This SOP applies to all staff responsible for maintenance and repair of operational equipment at *[Facility/Department/Location]*.

3. Responsibilities

- **All Employees:** Promptly report equipment faults according to established procedures.
- **Maintenance Supervisor:** Prioritize repair requests, assign qualified personnel, review and approve documentation.
- **Maintenance Technicians:** Perform repairs adhering to safety protocols, document all activities, and ensure corrective actions resolve reported issues.
- **Quality Assurance:** Conduct follow-up inspections to verify restored equipment functionality.

4. Procedure

1. Identification and Reporting

- Immediately report equipment faults to the maintenance department using the *[specified reporting system or form]*.
- Record the issue details, including equipment ID, nature of fault, and time of occurrence.

2. Prioritization

- Maintenance Supervisor assesses and categorizes faults as Critical (emergency), High, Medium, or Low priority based on urgency and operational impact (see Table 1 below).

Priority	Definition	Response Time
Critical (Emergency)	Causes operational shutdown or poses safety risk	Immediate (within 1 hour)
High	Severely affects operations but no immediate safety risk	Within 4 hours
Medium	Partial loss of function; backup may be available	Within 24 hours
Low	Minor issue; does not affect current operations	Within 3 working days

3. Personnel Allocation

- Allocate appropriately qualified and certified maintenance personnel for each task.
- Provide necessary access and brief technicians on fault specifics and safety requirements.

4. Preparation

- Gather necessary tools, Personal Protective Equipment (PPE), and approved replacement parts.
- Verify Lock-out/Tag-out (LOTO) is carried out if required.

5. Execution of Repair

- Perform repairs following established technical and safety procedures.
- Communicate any unforeseen issues to the Maintenance Supervisor for guidance.

6. Documentation

- Complete repair log including details of issue, actions taken, parts replaced, personnel involved, and time required.
- Update equipment maintenance records accordingly.

7. Follow-Up and Verification

- Test equipment to confirm successful repair and restoration of normal function.
- Quality Assurance staff may conduct additional inspections as needed.
- Close the work order upon verification of resolution.

5. Safety Considerations

- Always comply with facility safety protocols and PPE requirements.
- Perform Lock-out/Tag-out (LOTO) prior to servicing energized equipment.
- Report all incidents or near-misses to the Supervisor immediately.

6. Records and Documentation

- Retain repair logs and supporting documents for at least *[specify retention period]*.
- Store documents electronically in the *[maintenance management system]* where applicable.

7. References

- Workplace Safety Guidelines
- Equipment Manufacturer Manuals
- Maintenance Reporting System Procedures

Revision History:

Date	Revision	Description	Approver
[YYYY-MM-DD]	1.0	Initial Release	[Name / Title]