

SOP Template: Procedure for Arranging External Repairs or Servicing

This SOP details the **procedure for arranging external repairs or servicing**, including identifying repair needs, selecting and contacting qualified service providers, obtaining quotes and approvals, scheduling repairs or maintenance, coordinating access and site preparations, monitoring the progress and quality of work, and documenting completed services. The goal is to ensure timely, cost-effective, and high-quality external repairs and servicing that minimize downtime and maintain operational efficiency.

Procedure Steps

- 1. Identify Repair or Servicing Needs**
 - Log reported issues or required maintenance.
 - Assess urgency and scope of the repair/servicing need.
 - Document all relevant details (location, equipment, description).
- 2. Select Qualified Service Providers**
 - Review approved/preferred vendor lists.
 - If required, research and verify credentials of new service providers.
- 3. Obtain Quotes and Approvals**
 - Request quotations or proposals from selected providers.
 - Compare scope, pricing, and timeline of received quotes.
 - Seek necessary internal approvals (management, procurement, finance).
- 4. Schedule Repairs/Servicing**
 - Coordinate suitable dates/times with the service provider and impacted parties.
 - Confirm arrangements in writing (email or service order).
- 5. Coordinate Site Access and Preparations**
 - Inform staff or stakeholders about the scheduled work.
 - Arrange necessary site access, permits, and security as needed.
 - Ensure the site/environment is ready and safe for the service provider.
- 6. Monitor Progress and Quality of Work**
 - Maintain communication with the provider during work.
 - Verify adherence to specifications and standards.
 - Address any concerns or deviations promptly.
- 7. Document Completed Services**
 - Inspect completed work before acceptance.
 - Obtain service reports, completion certificates, or invoices.
 - Update maintenance and service records.
 - Process payment as per approved agreement.

Roles and Responsibilities

Role	Responsibilities
Maintenance Team/Staff	Identify and report repair needs; oversee site preparation and inspections.
Procurement/Administration	Source providers, obtain quotes, coordinate approvals, process payments.
Facility Manager/Supervisor	Approve repairs, authorize expenditures, monitor work quality and completion.
External Service Provider	Deliver repair or servicing as per agreement/specifications.

Documentation and Records

- Repair or maintenance requests/logs
- Quotes/proposals and approvals
- Service orders/contracts
- Completion reports and invoices
- Updated maintenance/service records

Review and Continuous Improvement

- Evaluate provider performance upon completion and log feedback.
- Update SOP as needed based on lessons learned and best practices.