

SOP: Categorization and Prioritization of Maintenance Issues

Purpose

This SOP defines the process for **categorization and prioritization of maintenance issues**, ensuring timely and efficient resolution of equipment and facility problems. It includes criteria for classifying maintenance requests based on urgency, impact on operations, safety concerns, and resource availability. The procedure aims to optimize maintenance workflows, allocate resources effectively, minimize downtime, and maintain operational continuity by addressing high-priority issues promptly while scheduling lower-priority tasks appropriately.

Scope

This procedure applies to all personnel involved in maintenance request submission, evaluation, management, and execution for equipment and facility assets.

Responsibilities

- **Maintenance Requestor:** Submit clear and detailed maintenance requests.
- **Maintenance Supervisor:** Review and categorize all incoming requests; assign priorities and resources.
- **Maintenance Team:** Execute maintenance tasks according to assigned priority.
- **Facility Manager:** Oversee the process and ensure adherence to SOP.

Definitions

- **Emergency:** Maintenance issue causing immediate safety hazards or critical operational shutdowns.
- **Urgent:** High-impact issues potentially affecting safety or essential operations if not addressed within 24 hours.
- **Routine:** Non-critical issues with minimal impact on safety or operations; can be scheduled.

Procedure

1. **Submission:** All maintenance requests must be submitted via the designated system or form, detailing location, issue, and observed effects.
2. **Initial Review:** The Maintenance Supervisor reviews each request within 2 hours of submission.
3. **Categorization:** Assign each issue to a category based on the following criteria:
 - **Urgency:** How quickly the issue must be resolved (immediate, within 24 hours, schedule within week)
 - **Impact:** Level of impact on safety, legal compliance, and operations (production halt, safety violation, quality risk, cosmetic issue only)
 - **Resources:** Availability of required parts, tools, and personnel
4. **Prioritization Matrix:** Use the matrix below to define the priority level:

Category	Criteria	Response Time	Priority
Emergency	Safety hazard/Critical equipment down	Immediate (within 1 hr)	1 (Highest)
Urgent	Operation at risk; safety concern if delayed	Within 24 hours	2
Routine	Minor impact; no immediate safety/operational risk	Scheduled (within 7 days)	3 (Lowest)

5. **Assignment:** Assign tasks to available maintenance personnel per priority and resource availability.

6. **Monitoring:** Track open issues, update status, and escalate delays as necessary.
7. **Closure:** Verify resolution with the requestor and document the closure in the maintenance log.

Documentation

- Completed maintenance request form
- Maintenance log with categorization, priority, assignment, and completion details
- Escalation/incident reports (if applicable)

Review and Continuous Improvement

The Facility Manager reviews categorization and prioritization trends quarterly, updating criteria or procedures as needed based on recurring issues, response times, and feedback.