

SOP: Maintenance Request Handling and Vendor Coordination

This SOP details the **maintenance request handling and vendor coordination** process, encompassing the submission and prioritization of maintenance requests, evaluation and approval workflows, vendor selection and communication protocols, scheduling and supervising maintenance activities, quality assurance and compliance checks, invoice verification and payment procedures, and documentation for tracking and reporting purposes. The goal is to ensure efficient resolution of maintenance issues through streamlined coordination with vendors, minimizing downtime and maintaining operational productivity.

1. Purpose

To establish standardized procedures for handling maintenance requests and coordinating with vendors to ensure timely, high-quality, and cost-effective maintenance services.

2. Scope

This SOP applies to all employees, facilities managers, and designated staff responsible for maintenance activities and vendor management.

3. Responsibilities

- **Requestor:** Submit maintenance requests and provide necessary details.
- **Facility Manager:** Evaluate requests, assign priority, approve work, and coordinate with vendors.
- **Vendor:** Deliver services as per work order and compliance requirements.
- **Accounts/Finance:** Verify and process invoices for payment.

4. Procedure

1. Submission of Maintenance Requests

- Employees submit requests through the designated maintenance portal or form, detailing issue, urgency, and location.
- Automatic notification sent to Facility Manager.

2. Evaluation and Prioritization

- Facility Manager reviews request within 1 business day.
- Assigns priority level: Emergency, High, Medium, Low.
- Updates request log with priority and initial assessment.

3. Approval Workflow

- For work exceeding budget thresholds, obtain approval from relevant authorities.
- Document approvals in the system.

4. Vendor Selection and Communication

- Select appropriate approved vendor(s) based on required expertise, availability, and cost.
- Send a work order or job request with a detailed scope of work.
- Confirm vendor acceptance and schedule work.

5. Scheduling and Supervising Maintenance

- Coordinate schedule to minimize disruption to business operations.
- Assign on-site supervisor or responsible staff member.

6. Quality Assurance and Compliance

- Post-completion, supervise/inspect work for quality and adherence to standards.
- Log findings and ensure non-compliance is addressed before sign-off.

7. Invoice Verification and Payment

- Vendor submits invoice and service completion documentation.
- Facility Manager verifies work was completed satisfactorily.
- Accounts department processes payment as per company policy.

8. Documentation, Tracking, and Reporting

- Maintain records of maintenance requests, approvals, vendor communications, and invoices.

- Track Key Performance Indicators (KPIs) such as response time, completion time, and vendor performance.
- Generate periodic reports for management review.

5. Forms and Records

- Maintenance Request Form
- Work Order
- Approval Documentation
- Vendor Log and Contact List
- Inspection/Completion Checklist
- Invoice and Payment Records

6. References

- Company Procurement Policy
- Health, Safety, and Environmental Standards

7. Revision History

Version	Date	Description	Prepared By
1.0	2024-06-11	Initial Release	[Name]