# SOP Template: Corrective Maintenance Request and Documentation Process

This SOP details the **corrective maintenance request and documentation process**, encompassing the identification of maintenance issues, submission of maintenance requests, prioritization and approval procedures, assignment of maintenance tasks, execution and monitoring of repairs, and thorough documentation of all maintenance activities. The objective is to ensure timely and efficient resolution of equipment and facility malfunctions, minimize downtime, and maintain accurate records for accountability and continuous improvement.

## 1. Purpose

To establish a standardized process for managing corrective maintenance requests and ensuring systematic documentation for accountability, efficiency, and continuous improvement.

## 2. Scope

This SOP applies to all employees, facilities, and equipment under the responsibility of the maintenance department.

## 3. Responsibilities

- **All Employees:** Report maintenance issues promptly using the approved request system.
- **Maintenance Coordinator/Supervisor:** Review, prioritize, assign, and monitor maintenance requests.
- **Maintenance Personnel:** Execute assigned tasks and document activities.
- **Managers:** Approve high-priority or capital maintenance requests, as required.

## 4. Definitions

- **Corrective Maintenance:** Actions taken to rectify and restore failed equipment or assets to operational condition.
- **Maintenance Request:** A formal submission identifying an equipment or facility issue needing attention.

## 5. Procedure

| Step | Description | Responsible Party |
|------|-------------|-------------------|
| 5.1 Identify Issue | Notice equipment/facility malfunction or failure. | All Employees |
| 5.2 Submit Maintenance Request | Log issue in Maintenance Request System (electronic or paper-based), specifying asset, location, nature of issue, urgency, and any supporting details (photos, etc.). | All Employees |
| 5.3 Review & Prioritize | Maintenance Coordinator reviews request, assesses priority based on impact, safety, and operations. Classifies as Emergency, High, Medium, or Low priority. | Maintenance Coordinator |
| 5.4 Approve Request | Obtain necessary approvals for high-impact or capital repairs (as per organization policy). | Maintenance Coordinator/Manager |
| 5.5 Assign Task | Assign qualified maintenance personnel to the approved request. Schedule work and communicate assignment. | Maintenance Coordinator |
| 5.6 Execute & Monitor Repair | Perform corrective maintenance. Update Maintenance Request System with progress/status. Immediate communication of delays or additional resource needs. | Maintenance Personnel |
| 5.7 Document Completion | Record details of work performed, parts/materials used, time spent, root cause analysis (if required), and final status in Maintenance Request System. | Maintenance Personnel |

| 5.8 Close Request | Maintenance Coordinator or Supervisor reviews documentation, verifies completion, and officially closes the maintenance request. | Maintenance Coordinator/Supervisor |
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# 6. Documentation & Records

- All maintenance activities must be recorded in the Maintenance Request System (MRS) or equivalent.
- Documentation includes request details, work performed, time and resources spent, photos (if applicable), and verification of completion.
- Records retained according to organizational policy for audits and analysis.

# 7. Key Performance Indicators (KPIs)

- Average time to resolve maintenance requests
- Percentage of requests completed on schedule
- Repeat maintenance occurrences
- Documentation completeness and accuracy

**Note:** Adherence to this SOP is mandatory. Any deviation must be justified and documented.

# 8. Revision History

| Version | Date | Description | Approved By |
|---|---|---|---|
| 1.0 | 2024-06-01 | Initial release | Maintenance Manager |