

SOP: Maintenance Request Submission Procedures

This SOP describes the **maintenance request submission procedures**, detailing the steps for employees and staff to report equipment malfunctions, facility issues, or any maintenance needs. It outlines the process for submitting maintenance requests through the designated system, prioritizing requests based on urgency, providing accurate information for effective troubleshooting, approval protocols, and tracking the status of submitted requests to ensure timely resolution and minimal operational disruption.

1. Purpose

To provide a clear, standardized process for employees to report maintenance issues, ensuring that all requests are addressed promptly and efficiently.

2. Scope

This SOP applies to all employees, staff, and authorized personnel responsible for equipment and facility maintenance within the organization.

3. Responsibilities

- **Employees/Staff:** Report maintenance needs accurately and promptly.
- **Supervisors/Managers:** Review and approve requests if required by protocol.
- **Maintenance Team:** Receive, prioritize, and address submitted requests, and provide status updates.
- **Facilities/IT Departments:** Maintain and support the designated maintenance request system.

4. Procedure

1. **Identify Issue**
Recognize and confirm the existence of an equipment, facility, or other maintenance-related problem.
2. **Access Maintenance Request System**
Log in to the designated platform (e.g., `maintenancerequest.company.com` or relevant application).
3. **Submit Request**
 - Complete the maintenance request form with the following details:
 - Location of the problem (building, floor, room, etc.)
 - Description of the issue (include specific equipment ID or problem details)
 - Level of urgency (see section 5)
 - Supporting media (attach photos or documents if applicable)
 - Contact information (name, email, phone number)
4. **(Optional) Obtain Supervisor Approval**
For high-cost or critical issues, forward the request to the designated supervisor/manager for electronic approval.
5. **Receive Confirmation**
You will receive a confirmation email or notification with your request number/reference.
6. **Monitor Status**
Check your request's status via the system dashboard or email updates throughout the resolution process.
7. **Closure & Feedback**
Once resolved, you'll receive a closure notification. Optionally, provide feedback on the resolution

process.

5. Request Prioritization

- **High Priority:** Safety issues, major equipment failures, critical business disruptions
- **Medium Priority:** Functionality issues or discomfort that affect workflow but do not stop operations
- **Low Priority:** Cosmetic issues, non-urgent requests, minor inconveniences

6. Documentation & Records

All requests and related communications will be logged in the maintenance request system for tracking, reporting, and audit purposes.

7. Review & Continuous Improvement

This SOP will be reviewed annually or as needed. Feedback from users and stakeholders is encouraged to ensure the procedure remains effective and user-friendly.

8. References

- User Manual: Maintenance Request System
- Company Maintenance & Facilities Policy