

SOP: Maintenance Request Submission Process

This SOP details the **maintenance request submission process**, outlining the steps for identifying, documenting, and reporting maintenance issues. It includes guidelines for submitting maintenance requests, prioritizing tasks, communicating with the maintenance team, tracking request status, and ensuring timely resolution. The goal is to streamline maintenance operations, minimize equipment downtime, and enhance overall facility management efficiency.

1. Purpose

To establish a standardized procedure for submitting, processing, and resolving maintenance requests efficiently and effectively.

2. Scope

This SOP applies to all employees, facility users, and maintenance personnel involved in reporting or addressing maintenance issues within the facility.

3. Responsibilities

- **Facility Users/Employees:** Identify and report maintenance issues promptly.
- **Maintenance Coordinator:** Review, prioritize, assign, and track maintenance requests.
- **Maintenance Team:** Address maintenance tasks as assigned and update request status.

4. Procedure

1. **Identify Maintenance Issue**
 - Observe and confirm the nature and urgency of the issue.
 - Take immediate actions, if necessary, to prevent hazards (e.g., cordon area, shut off equipment).
2. **Document the Issue**
 - Record specific details: location, description, equipment involved, observed problem, and potential safety concerns.
 - Take photos if required to support the description.
3. **Submit Maintenance Request**
 - Submit the documented issue through the designated platform (e.g., online maintenance portal, email, or request form).
 - Include all required information to facilitate assessment and response.
4. **Request Review & Prioritization**
 - Maintenance Coordinator reviews the request and categorizes it by priority:

Priority Level	Description	Expected Response Time
Urgent	Health/safety risk, business-critical system failure	Within 2 hours
High	Major disruption, non-critical system failure	Within 1 business day
Medium	Minor disruption, inconvenience without major impact	Within 3 business days
Low	Routine maintenance, cosmetic issues	Within 7 business days

5. **Communication & Acknowledgement**
 - Acknowledge receipt of the request to the submitter.
 - Communicate estimated response and resolution time.
6. **Task Assignment & Execution**
 - Assign tasks to the appropriate maintenance team member(s).
 - Team addresses the issue within designated response timeframes.
7. **Request Status Tracking**
 - Update the request status at key stages (received, in progress, completed, on hold).
 - Record all actions and notes taken.
8. **Resolution & Confirmation**
 - Complete work and log any follow-up requirements.
 - Notify the requester upon completion and confirm resolution.
9. **Closure & Documentation**

- Close the request in the system.
- Archive records for review and future reference.

5. Related Documents

- Maintenance Request Form
- Facility Maintenance Log
- Emergency Contact List

6. Review & Revision

This SOP shall be reviewed annually or as needed to incorporate process improvements and regulatory changes.