

SOP Template: Incident and Maintenance Issue Reporting Process

This SOP details the **incident and maintenance issue reporting process**, encompassing the identification, documentation, and communication of incidents and maintenance concerns. It ensures timely reporting to appropriate personnel, facilitates prompt resolution, and maintains accurate records for continuous improvement and safety compliance. The process aims to minimize risks, reduce downtime, and enhance operational efficiency through structured and transparent reporting protocols.

1. Purpose

To establish a standardized method for identifying, documenting, and reporting incidents and maintenance issues, ensuring efficient communication and resolution.

2. Scope

This procedure applies to all employees, contractors, and personnel working within the organization, covering all operational areas and equipment.

3. Definitions

Term	Definition
Incident	An unplanned event that results in injury, illness, property damage, or environmental impact.
Maintenance Issue	Any equipment or facility defect/failure that may affect normal operation or safety.
Reporter	Any individual who identifies and reports a concern.
Responsible Person	Designated personnel responsible for managing the resolution of reported issues.

4. Responsibilities

- **All Employees:** Promptly identify and report incidents or maintenance issues as per this SOP.
- **Supervisors/Managers:** Review reports, assign actions, and ensure appropriate follow-up.
- **Maintenance/Safety Team:** Investigate, resolve, and document actions taken for each reported issue.

5. Procedure

1. **Identification**
 - Observe incidents, hazards, or maintenance concerns during routine operations or inspections.
2. **Immediate Action**
 - If there is an immediate danger, take steps to contain the hazard if safe to do so.
 - Notify relevant personnel and/or emergency services if required.
3. **Reporting**
 - Complete an Incident/Maintenance Report Form (electronic or paper).
 - Include details: Date, time, location, description, persons involved, and immediate actions taken.
 - Submit the report to the supervisor or designated responsible person within 24 hours.
4. **Documentation**
 - All reports must be logged in the Incident and Maintenance Log database/system.
5. **Investigation & Resolution**
 - Supervisor/manager reviews the report and assigns responsibility.
 - Responsible person(s) investigate cause, implement corrective actions, and update the status in the system.
6. **Follow-up & Closure**
 - Verify that corrective actions have been completed and were effective.
 - Close the report in the system. Notify relevant staff of closure and any lessons learned.
7. **Continuous Improvement**
 - All incidents and maintenance issues are reviewed periodically to identify trends and opportunities for improvement.

6. Records

- Incident and Maintenance Report Forms
- Incident and Maintenance Log/database
- Investigation reports and corrective action records
- Review meeting minutes/reports

7. References

- Health & Safety Policy
- Equipment Maintenance Manual
- Relevant Local Legislations

8. Revision History

Revision	Date	Description	Prepared By
1.0	2024-06-20	Initial Issue	[Name]