# SOP Template: Reporting and Escalation of Equipment Issues

This SOP details the process for **reporting and escalation of equipment issues**, including the identification of faults, initial reporting protocols, escalation hierarchy, communication channels, documentation requirements, and resolution tracking. The purpose is to ensure timely and effective handling of equipment malfunctions to minimize downtime, enhance safety, and maintain operational efficiency.

## 1. Purpose

To outline the standardized procedure for identifying, reporting, escalating, and documenting equipment malfunctions to ensure rapid resolution, safety, and uninterrupted operations.

## 2. Scope

This SOP applies to all personnel operating, maintaining, or overseeing equipment within the facility.

## 3. Responsibilities

- **All Staff:** Report any equipment issues promptly as per this SOP.
- **Supervisors:** Review reports, initiate escalation if needed, ensure documentation is complete.
- **Maintenance Team:** Investigate and resolve reported equipment issues.
- **Managers:** Oversee escalation process and approve required resources for resolution.

## 4. Procedure

1. **Identification of Equipment Faults**
   - Visually inspect equipment and monitor for abnormal performance or alarms.
   - Document details: equipment ID, description of issue, date, and time identified.
2. **Initial Reporting Protocol**
   - Notify immediate supervisor or designated point of contact.
   - Complete Equipment Issue Report Form (see Section 6).
   - Log issue in the Equipment Issue Tracker or designated system.
3. **Escalation Hierarchy**
   a. **Level 1:** Supervisor investigates and assigns action to maintenance team.
   b. **Level 2:** If not resolved within agreed time (*e.g.*, 4 hours), escalate to departmental manager.
   c. **Level 3:** If risk to safety or operations exists, escalate to facility management immediately.
4. **Communication Channels**
   - Email, internal messaging system, or phone, as appropriate.
   - Maintain records of all communications regarding the issue.
5. **Resolution & Closure**
   - Maintenance team documents corrective actions and resolution time.
   - Supervisor reviews and closes the report in the tracking system.
   - Communicate equipment readiness status to all relevant personnel.

## 5. Documentation Requirements

- Completed Equipment Issue Report Form for each incident.
- Updates and notes in the Equipment Issue Tracker/system.
- Records of escalation steps and communications.

## 6. Equipment Issue Report Form (Template)

| Field | Description |
| --- | --- |
| Equipment ID | Unique identifier for the equipment |
| Location | Where the equipment is situated |

| Date/Time Reported | When the issue was observed/reported |
|---|---|
| Reported By | Name and position of reporting staff |
| Description of Issue | Detailed description of the fault or malfunction |
| Immediate Actions Taken | Any initial steps or safety measures performed |
| Escalation Steps | Steps taken to escalate issue and parties involved |
| Final Resolution | Description of corrective actions and date/time resolved |
| Supervisor/Manager Sign-off | Confirmation and approval of closure |

# 7. Resolution Tracking

- Maintain an up-to-date Equipment Issue Tracker with status updates.
- Review open issues weekly to ensure timely resolution.
- Track trends for recurring issues for preventive maintenance planning.

# 8. References

- Facilities Maintenance Policy
- Health & Safety Manual
- Equipment Manufacturer Guidelines

# 9. Revision History

| Version | Date | Description | Approved By |
|---|---|---|---|
| 1.0 | 2024-06-07 | First Issue | Operations Manager |