

SOP Template: Standard Process for Reporting Equipment Faults and Malfunctions

This SOP details the **standard process for reporting equipment faults and malfunctions**, including identification of issues, proper documentation, immediate notification protocols, troubleshooting steps, and escalation procedures. The goal is to ensure timely and efficient handling of equipment problems to minimize downtime, maintain safety standards, and support continuous operational productivity.

1. Purpose

To provide clear and consistent procedures for reporting equipment faults and malfunctions, ensuring timely resolution and maintaining safe, effective operations.

2. Scope

This SOP applies to all staff and personnel who use, manage, or maintain equipment within the facility/organization.

3. Responsibilities

- **All Employees:** Promptly report equipment faults or malfunctions as identified.
- **Supervisors/Managers:** Oversee the reporting and resolution process, ensure documentation, and escalate as required.
- **Maintenance Team:** Investigate, troubleshoot, and resolve reported issues as per priority levels.

4. Procedure

1. Identification of Issue

- Visually and operationally inspect equipment before use.
- Note any abnormal sounds, errors, performance issues, or alarms.

2. Immediate Actions

- If equipment poses a **safety risk**, cease operation immediately and isolate the equipment if possible.
- Notify others in the area of the potential hazard.

3. Documentation

- Complete the Equipment Fault Report Form (paper or digital) including:
 - Equipment ID/serial number
 - Description of the fault/malfunction
 - Date and time of occurrence
 - Actions taken (if any)
 - Name and signature of reporter

4. Notification

- Immediately inform your direct supervisor/manager.
- Submit the completed Fault Report Form to the designated contact (e.g., maintenance department, helpdesk).

5. Initial Troubleshooting *(if safe and authorized)*

- Follow basic troubleshooting steps from the equipment's user manual.
- Reset or restart equipment if directed and if it can be done safely.
- Record all troubleshooting attempts in the report.

6. Escalation

- If the fault cannot be resolved or if it involves critical equipment, escalate the issue to the department head or relevant higher authority as per the escalation matrix.

7. Follow-Up

- Maintenance team to update the status and corrective actions in the fault log.
- Report closure or further recommendations provided to the original reporter and supervisor.

5. Related Documents

- Equipment Fault Report Form
- Incident/Emergency Reporting SOP
- Equipment Manuals

6. Revision History

Version	Date	Description of Change	Prepared By
1.0	2024-06-07	Initial SOP release	QA Department