SOP: Maintenance and Repair Reporting and Follow-up

This SOP describes the process of **maintenance and repair reporting and follow-up**, outlining the steps for identifying, documenting, and reporting equipment or facility issues, scheduling timely repairs, and tracking the progress until resolution. It ensures effective communication between maintenance personnel and management, promotes prompt response to maintenance needs, minimizes downtime, and maintains the operational efficiency and safety of all equipment and infrastructure.

1. Purpose

To establish a standardized process for recognizing, reporting, responding to, and tracking maintenance and repair needs in order to ensure operational efficiency, minimize downtime, and maintain a safe environment.

2. Scope

This SOP applies to all staff, maintenance personnel, and management involved in the operation, maintenance, and repair of equipment and facilities.

3. Responsibilities

- **All Staff:** Identify and report equipment/facility issues promptly.
- **Maintenance Personnel:** Respond to reports, diagnose issues, and perform repairs.
- **Management:** Oversee the process, ensure timely resolution, and allocate resources.
- **Maintenance Coordinator (if applicable):** Track repair progress and communicate updates.

4. Procedure

1. **Identification of Issue**
   - Any staff member noticing malfunctioning or damaged equipment/facility should take immediate action to secure the area if safety is a concern.
2. **Reporting the Issue**
   - Complete the Maintenance Request Form (paper or electronic).
   - Provide clear details: location, nature of issue, urgency, and contact information.
   - Submit the form to the maintenance department or use the designated reporting platform.
3. **Logging and Acknowledgment**
   - Maintenance department logs the issue in the maintenance tracking system.
   - Acknowledge receipt of the request to the reporter within 24 hours.
4. **Assessment and Prioritization**
   - Assess severity and urgency of the reported issue.
   - Assign priority level (Critical, High, Normal, Low).
   - Assign personnel and schedule repair timeframe.
5. **Repair Implementation**
   - Assigned maintenance personnel diagnose and undertake necessary repairs.
   - Update progress in the tracking system.
6. **Follow-up and Communication**
   - Maintenance coordinator or supervisor provides regular updates to stakeholders.
   - Escalate unresolved or delayed issues as per escalation protocol.
7. **Verification and Closure**
   - After repairs, verify the issue is resolved and equipment/facility is operational and safe.
   - Document resolution in the tracking system.
   - Notify the original reporter of completion.
8. **Record Keeping and Review**
   - Maintain all records for future reference and compliance.
   - Conduct regular review of maintenance logs for recurring issues and process improvement.

5. Documentation

Document/Form	Description	Storage Location

Maintenance Request Form	Initial report describing the issue and essential details	Maintenance office or digital system
Maintenance Tracking Log	Record of all reported issues, actions taken, and status	Maintenance system or logbook
Completion/Closure Notice	Confirmation of issue resolution	Sent to original reporter and filed

6. References

- Company Safety Manual
- Preventive Maintenance Schedule
- Incident Reporting SOP

7. Revision History

Revision Date	Version	Description of Change	Author
2024-06-01	1.0	Initial creation	Admin