Standard Operating Procedure (SOP)

Maintenance Request Logging and Documentation Procedures

This SOP details the **maintenance request logging and documentation procedures**, including the process for submitting, tracking, and prioritizing maintenance requests, standardized documentation requirements, communication protocols between maintenance personnel and requesters, and records management to ensure timely and efficient resolution of maintenance issues. The aim is to streamline maintenance activities, improve accountability, and maintain accurate maintenance logs for operational reliability and future reference.

1. Purpose

To standardize the process for logging, documenting, and managing maintenance requests to ensure prompt and effective resolution and maintain reliable records for ongoing and future operations.

2. Scope

This procedure applies to all employees and contractors involved in submitting, processing, or responding to maintenance requests within the organization.

3. Procedure

3.1 Submission of Maintenance Requests

1. All maintenance requests must be submitted through the designated Maintenance Request System (online portal, app, or paper form).
2. The requester must provide complete details, including:
    - Date and time of the request
    - Location and description of the issue
    - Equipment or asset identification number (if applicable)
    - Level of urgency (critical, high, medium, low)
    - Contact information

3. Upon submission, each request will be assigned a unique tracking/reference number by the system.

3.2 Tracking and Prioritization

1. Maintenance Supervisor reviews incoming requests daily.
2. Requests are prioritized based on:
    - Impact on safety and operations
    - Severity and urgency level indicated
    - Availability of necessary resources and parts

3. Priority levels:

Priority	Definition	Target Response Time
Critical	Immediate safety/operational risk	Within 2 hours
High	Major disruption but no immediate safety risk	Same business day
Medium	Moderate impact	Within 2 business days
Low	Minor inconvenience	Within 5 business days

3.3 Documentation Requirements

1. All maintenance actions must be documented, including:
    - Date and time of action
    - Description of work performed
    - Parts/materials used
    - Personnel involved
    - Status of resolution (completed, pending, escalated)

2. Supporting documents (photos, checklist, test reports) should be attached if applicable.

3.4 Communication Protocols

1. Upon receipt, the requester receives an acknowledgment (auto-email/SMS or verbal confirmation for paper forms).
2. Updates on request status (in progress, completed, delayed) must be communicated to the requester at each significant step.
3. Any delays or additional actions must be promptly communicated along with revised timelines.

3.5 Records Management

1. All maintenance logs and related documents must be securely stored in the centralized Maintenance Records System.
2. Retention period for records is a minimum of 3 years (or as per internal policy/regulations).
3. Access to records is restricted to authorized personnel only.
4. Logs should be periodically reviewed for completeness and accuracy (at least once per quarter).

4. Responsibilities

Role	Responsibility
Requester	Submit complete and accurate requests; respond to questions/clarifications from maintenance staff
Maintenance Staff	Respond to requests, perform required maintenance, document work performed, communicate with requester
Maintenance Supervisor	Review, prioritize, assign, and monitor requests; ensure compliance with SOP
Records Manager	Ensure secure storage and retention of maintenance logs, conduct periodic reviews

5. References & Related Documents

- Maintenance Request Submission Form/Portal Guide
- Maintenance Priority Policy
- Records Retention Policy
- Health & Safety Procedures

6. Revision History

Version	Date	Description of Change	Author
1.0	2024-06-24	Initial template issue	SOP Team