

SOP Template: Downtime Tracking and Incident Logging Requirements

This SOP details the **downtime tracking and incident logging requirements**, including the procedures for accurately recording downtime events, identifying causes, documenting incident details, analyzing impact on operations, and implementing corrective actions. The goal is to ensure systematic monitoring of equipment performance and incidents to minimize operational disruptions and enhance overall efficiency.

1. Purpose

To provide a standardized process for tracking equipment downtime and logging incidents to ensure accurate reporting, root cause analysis, and continuous improvement.

2. Scope

This procedure applies to all equipment and operational assets within [Facility/Department Name]. All personnel responsible for equipment operation, maintenance, and incident response must adhere to this SOP.

3. Definitions

- **Downtime:** The period during which equipment or systems are not operational due to failure, maintenance, or other causes.
- **Incident:** Any unplanned event that disrupts normal operations or causes equipment to become non-operational.
- **Corrective Action:** Steps taken to eliminate the cause of an identified problem and prevent its recurrence.

4. Responsibilities

Role	Responsibility
Operators	Monitor equipment, report and log downtime/incident details promptly.
Maintenance Team	Respond to incidents, document findings and corrective actions.
Supervisors/Managers	Review incidents, ensure closure, and implement follow-up actions.
Quality/Process Improvement	Analyze data for trends, recommend systemic improvements.

5. Procedure

- Downtime Event Identification**
 - Operators must monitor equipment at all times during operation.
 - Immediately report any disruption or shutdown to the appropriate channel.
- Downtime Recording**
 - Record downtime event in the designated tracking system (electronic or manual logbook).
 - **Required Fields:**
 - Date and time downtime started and ended
 - Equipment or system affected
 - Initial operator observations
- Incident Logging**
 - Complete an Incident Report Form with the following details:
 - Description of incident
 - Personnel involved
 - Root cause (if known)
 - Immediate actions taken
 - Impact on production/operations
- Analysis & Impact Assessment**
 - Supervisor reviews incident logs and conducts root cause analysis.

- Document findings and categorize incident severity.

5. **Corrective and Preventive Actions**

- Assign and track corrective actions in the log until resolution.
- Record preventive measures implemented for future mitigation.

6. **Closure & Review**

- Close out incidents once all actions are complete.
- Conduct periodic review of downtime/incident data to identify trends.

6. **Documentation Requirements**

- Downtime Tracking Log
- Incident Report Forms
- Corrective Action Records
- Root Cause Analysis Reports
- Periodic Review Summaries

7. **References**

- [Equipment Operations Manual]
- [Incident Response Policy]
- [Corrective Action Program]

8. **Revision History**

Date	Version	Description	Author
2024-06-30	1.0	Initial release	SOP Team