Standard Operating Procedure (SOP)
Facility Maintenance and Repair Reporting System

This SOP details the **facility maintenance and repair reporting system**, covering the procedures for identifying, documenting, and reporting maintenance issues and repair needs within the facility. It ensures timely communication between staff and maintenance teams, prioritizes repair requests based on urgency, outlines the use of reporting tools, and establishes follow-up protocols to guarantee that all maintenance tasks are addressed efficiently and thoroughly, enhancing the overall safety and functionality of the facility.

1. Purpose

To establish a standard procedure for reporting, tracking, prioritizing, and resolving facility maintenance and repair requests, ensuring operational efficiency, safety, and facility integrity.

2. Scope

This SOP applies to all staff, maintenance personnel, supervisors, and third-party service providers responsible for facility upkeep and operations.

3. Responsibilities

- **All Staff:** Identify and report facility issues promptly using the designated reporting system.
- **Facility Manager/Supervisor:** Monitor reports, assign priorities, coordinate repairs, and ensure timely resolution.
- **Maintenance Team:** Address assigned repairs efficiently and communicate status updates.

4. Procedure

1. **Identification of Issues**
    - Staff regularly monitor their areas for any facility-related damage, malfunctions, or hazards.
    - Examples include leaks, electrical faults, structural damage, broken equipment, or safety concerns.
2. **Documentation & Reporting**
    - Report issues via the **Maintenance Reporting Tool** (e.g., online portal, mobile app, paper form).
    - Include detailed information: location, description of issue, severity, date/time, and photo if possible.
3. **Initial Assessment & Prioritization**
    - Facility Manager reviews new reports and classifies them by urgency:
        - **Urgent:** Safety/security risks, or critical operations interrupted (respond within 2 hrs).
        - **High:** Significant operational impact, but non-emergency (respond within 24 hrs).
        - **Routine:** Minor repairs or maintenance (respond within 3 business days).
4. **Assignment & Resolution**
    - Manager assigns tasks to maintenance personnel or approved contractors.
    - Assigned personnel respond within the designated timeframe and record progress in the system.
    - Update the request status upon completion with remarks and any follow-up actions required.
5. **Follow-Up & Verification**
    - Manager verifies completion and satisfaction with the repair.
    - Close the ticket or request further action as needed.
    - Document recurring issues for future preventive maintenance planning.

5. Reporting Tool Guidelines

- Access the system via supplied URL/mobile app/intranet page or request a paper form from administration.
- Be as specific and detailed as possible in the report.
- Attach photos for clarity where possible.
- Retain the reference number for tracking status or follow-up queries.

6. Escalation Procedure

- If a request is not addressed within the expected timeline, notify the Facility Manager or escalate to department leadership.
- Emergencies (e.g. fire, severe flooding) must also be reported immediately by phone and followed up via the

reporting tool.

7. Recordkeeping

- All requests, actions taken, completion dates, and related communications must be logged in the reporting system for audit and review purposes.
- Records should be retained per facility policy or regulatory requirements.

8. Review & Continuous Improvement

- The Facility Manager reviews maintenance logs regularly to identify recurring issues and opportunities for facility upgrades or improved processes.
- Annual (or as needed) reviews of the SOP are to ensure effectiveness and regulatory compliance.

9. References

- Facility policy documents
- Reporting tool user manuals
- Relevant safety and health regulations

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