SOP Template: Incident and Maintenance Issue Reporting

This SOP details the procedures for **incident and maintenance issue reporting**, ensuring timely and accurate documentation of all incidents and equipment malfunctions. It covers the identification, reporting, tracking, and resolution processes to maintain a safe and efficient work environment. The goal is to facilitate prompt responses, prevent recurrence, and uphold compliance with safety and operational standards.

1. Purpose

To establish a standardized process for reporting, documenting, tracking, and resolving incidents and maintenance issues to ensure safety, compliance, and operational efficiency.

2. Scope

This SOP applies to all employees, contractors, and stakeholders involved in the operation, maintenance, and management of company assets.

3. Responsibilities

Role	Responsibility
All Employees	Identify and report incidents and maintenance issues promptly.
Supervisors/Managers	Review reports, initiate corrective actions, and ensure proper documentation.
Maintenance Team	Investigate, track, resolve issues, and report completion.
Safety Officer	Oversee compliance with safety regulations and monitor incident trends.

4. Procedure

4.1 Identification

- Recognize and assess any incident or malfunction that poses risk or hinders operations.

4.2 Reporting

1. Immediately notify a supervisor or designated point of contact.
2. Complete an Incident/Maintenance Issue Report Form (paper or electronic) including:
   - Date and time of occurrence
   - Location of incident/issue
   - Description of incident/issue
   - Persons involved or affected
   - Immediate actions taken
3. Submit the report within **24 hours** of discovery.

4.3 Tracking

1. Log the report into the central Incident/Maintenance Tracking System.
2. Assign a unique reference number for follow-up.
3. Update status as actions progress (e.g., Reported, In Progress, Resolved, Closed).

4.4 Resolution

1. Investigate the root cause and determine corrective actions.
2. Implement corrective or preventive actions as required.
3. Document all actions taken and resolution details in the tracking system.
4. Notify the original reporter and stakeholders upon resolution.

4.5 Review & Close

1. Supervisors/Managers review completed reports to ensure thoroughness.

2. Close the report in the system and file for future reference/audits.
3. Identify recurring issues and initiate further preventive measures if needed.

5. Documentation

All records and forms must be retained in accordance with company policy and regulatory requirements (minimum retention period: **3 years**).

6. Related Forms & References

- Incident/Maintenance Issue Report Form (Template)
- Incident/Maintenance Issue Tracking Log
- Company Health & Safety Policy
- Regulatory Compliance Guidelines

7. Revision History

Version	Date	Description	Author
1.0	2024-06-28	Initial SOP template issued	[Author Name]