

SOP Template: Maintenance Request Closure and Record Archiving

This SOP defines the process for **maintenance request closure and record archiving**, covering the verification of completed work, final approval, documentation updates, and secure storage of maintenance records. It ensures that all maintenance activities are properly closed, documented, and archived for future reference, compliance, and audit purposes.

1. Purpose

To establish a standardized procedure for verifying, closing, documenting, and securely archiving all maintenance requests and related records.

2. Scope

This SOP applies to all maintenance requests and activities conducted by the maintenance department, including routine, preventive, and corrective maintenance.

3. Responsibilities

- **Maintenance Technician:** Complete work, input details, and notify supervisor.
- **Maintenance Supervisor:** Verify work completion, review documentation, approve closure.
- **Records Management:** Archive records securely and keep track of retention periods.

4. Procedure

- 1. Work Completion & Initial Update**
 - Technician completes assigned maintenance tasks.
 - Update maintenance log with details (work performed, parts used, time spent, etc.).
- 2. Verification**
 - Supervisor reviews the completed work for quality and compliance.
 - If incomplete or unsatisfactory, return to technician for follow-up.
- 3. Final Approval**
 - Supervisor approves the closure of the maintenance request in the system.
 - Ensure all required fields and attachments are updated (photos, checklists, notes).
- 4. Documentation Update**
 - Ensure the maintenance record is complete and accurate.
 - Update relevant registers, logs, or databases.
- 5. Record Archiving**
 - Transfer closed maintenance records to designated archive (digital or physical).
 - Apply labeling and classification as per company policy.
 - Ensure records are secured and protected from unauthorized access or loss.
 - Retain records in accordance with retention schedules and legal requirements.
- 6. Audit & Retrieval**
 - Ensure archived records are easily retrievable for audits or future reference.

5. Records and Documentation

Record Name	Location	Retention Period
Maintenance Work Orders	Maintenance System / Physical Archive	5 Years
Updated Maintenance Logs/Register	Digital Database	5 Years
Supporting Documents (photos, checklists)	Attached to Work Order	5 Years
Audit Trail Reports	Records Management System	7 Years

6. References

- Company Maintenance Policy
- Records Management Policy
- Legal/Regulatory Retention Requirements

7. Revision History

Version	Date	Description	Author
1.0	2024-06-15	Initial SOP Creation	Maintenance Manager