

# SOP: Assignment of Maintenance Tasks to Appropriate Personnel

This SOP details the **assignment of maintenance tasks to appropriate personnel**, ensuring that each task is delegated based on skill level, experience, and availability. It covers the identification of maintenance needs, evaluation of personnel qualifications, task prioritization, communication protocols, and follow-up procedures to guarantee efficient and timely maintenance operations while maintaining safety and quality standards.

## 1. Purpose

To establish a standardized process for assigning maintenance tasks to staff members according to their competencies, ensuring efficient operations, safety, and quality compliance.

## 2. Scope

This SOP applies to all maintenance operations, staff, and supervisors responsible for maintenance task assignment within the facility.

## 3. Responsibilities

- **Maintenance Supervisor/Manager:** Oversees task assignment, verifies personnel qualifications, and ensures adherence to SOP.
- **Maintenance Personnel:** Completes assigned tasks, reports progress/issues, and observes safety protocols.
- **HR/Training Coordinator:** Maintains records of personnel qualifications and training.

## 4. Procedure

1. **Identification of Maintenance Needs**
  - Receive and review maintenance requests from operations, inspections, or preventive maintenance schedules.
  - Log all maintenance needs in the maintenance management system (MMS).
2. **Evaluation of Task Requirements**
  - Analyze each task for required skills, safety risks, equipment, and estimated duration.
3. **Assessment of Personnel Qualifications**
  - Check each employee's certifications, training records, and previous experience using updated qualification logs.
  - Ensure only qualified and authorized personnel are considered for specialized or high-risk tasks.
4. **Task Prioritization**
  - Assign priority levels (e.g., emergency, high, medium, low) based on safety, operational impact, and regulatory requirements.
  - Address high-priority and safety-critical issues first.
5. **Assignment of Tasks**
  - Allocate tasks to personnel based on availability, skill level, and experience.
  - Use the MMS to document assignments and notify personnel.
6. **Communication Protocols**
  - Communicate assignments clearly via MMS, email, or in-person as appropriate.
  - Review specific instructions, safety considerations, and deadlines with assigned personnel.
7. **Follow-Up and Documentation**
  - Supervisors monitor task progress and provide support as needed.
  - Update the MMS upon task completion and note any issues or deviations.
  - Conduct post-task review for significant or recurring issues.

## 5. Safety and Quality Standards

- Ensure all assignments comply with safety regulations and company policies.
- Verify use of proper personal protective equipment (PPE).
- Encourage reporting and documentation of near-misses or incidents.

## 6. Records and Documentation

- Maintain logs of assigned tasks, completion status, and personnel qualifications for audit purposes.
- Store records securely in accordance with company policy and relevant regulations.

## **7. Review and Continuous Improvement**

- Review SOP annually or as needed for updates based on operational changes or incident learnings.
- Solicit feedback from maintenance staff on assignment efficiency and process improvements.

## **8. Reference Documents**

- Maintenance Management System User Manual
- Training and Certification Matrix
- Relevant Safety and Quality Policies