

SOP Template: Process for Reporting Equipment Faults and Malfunctions

This SOP details the **process for reporting equipment faults and malfunctions**, covering the identification, documentation, and communication of any issues detected in machinery or equipment. It outlines the steps for workers to promptly report faults to maintenance teams, ensures proper logging of incidents, and emphasizes the importance of timely repairs to minimize downtime and maintain operational safety and efficiency.

1. Purpose

To provide a standardized process for identifying, reporting, and addressing equipment faults or malfunctions. This ensures efficient communication, thorough documentation, and rapid resolution to support safety and productivity.

2. Scope

This SOP applies to all employees operating, inspecting, or maintaining machinery and equipment within the facility.

3. Responsibilities

- **All employees:** Promptly identify and report equipment faults or malfunctions.
- **Supervisors:** Review and verify fault reports; ensure timely communication to maintenance.
- **Maintenance Team:** Investigate, repair, and document all equipment issues.
- **Safety Officer:** Monitor incident trends and verify corrective actions as necessary.

4. Definitions

Term	Definition
Fault	Any issue, failure, or abnormality in equipment operation.
Malfunction	A situation where equipment does not work as intended or stops working.
Incident Log	Official record tracking equipment faults/malfunctions and actions taken.

5. Procedure

1. **Identification:**
 - Operators or staff should immediately halt use of any equipment showing signs of fault or malfunction, if safe to do so.
 - Visually inspect the equipment and note any irregularities or warning indicators.
2. **Reporting:**
 - Complete an **Equipment Fault Report Form**, documenting:
 - Date, time, and location
 - Equipment identification (name/serial number)
 - Description of fault or malfunction
 - Actions taken (e.g., powered down, isolated)
 - Notify your supervisor immediately, supplying all supporting information.
3. **Logging:**
 - Supervisor enters the report into the official **Incident Log**.

4. **Communication & Assessment:**
 - Supervisor promptly informs the maintenance team and provides access to the incident report.
 - Maintenance team assesses the equipment on-site, identifying cause and scope of fault or malfunction.
5. **Rectification:**
 - Maintenance team performs necessary repairs or isolation; updates status in the Incident Log.
 - Supervisor communicates resolution or need for further action to affected personnel.
6. **Review:**
 - Safety officer reviews reports regularly to identify patterns or repeated issues.
 - Initiate corrective or preventive measures as needed.

6. Documentation

- Equipment Fault Report Form
- Incident Log
- Maintenance Work Orders
- Corrective Action Reports (if required)

7. References

- Health & Safety Policy
- Equipment Manufacturer Manuals
- Maintenance Procedures Manual

8. Revision History

Version	Date	Description of Change	Approved By
1.0	2024-06-01	Initial SOP Creation	Operations Manager