# SOP Template: Maintenance Request Handling and Repair Scheduling

This SOP details the process for **maintenance request handling and repair scheduling**, including how maintenance requests are submitted, prioritized, and tracked, criteria for urgent versus routine repairs, communication protocols between maintenance staff and requestors, scheduling and allocating resources efficiently, documenting completed repairs, and follow-up procedures to ensure repair quality. The goal is to streamline maintenance operations, minimize equipment downtime, and enhance overall facility reliability through effective coordination and timely response.

## 1. Purpose

To establish standardized procedures for handling maintenance requests and scheduling repairs to ensure efficient, timely responses and maximize facility uptime.

## 2. Scope

This SOP applies to all facility staff, maintenance technicians, supervisors, and relevant stakeholders involved in maintenance operations.

## 3. Responsibilities

- **Requestors:** Submit maintenance requests with accurate information.
- **Maintenance Coordinator/Supervisor:** Review, prioritize, assign, and monitor maintenance requests.
- **Maintenance Technicians:** Complete assigned repairs and provide documentation.
- **Management:** Ensure resources are available and processes are followed.

## 4. Maintenance Request Submission

1. Requestors submit maintenance requests via the designated system (e.g., online portal, work order software, or paper form).
2. Each request must include:
    - Location/asset details
    - Nature of the problem
    - Contact information
    - Severity/urgency level (if known)
    - Supporting documents or images (if applicable)

## 5. Request Review, Prioritization, and Tracking

1. Maintenance Coordinator reviews all incoming requests within one business day.
2. Requests are categorized as **Urgent** or **Routine** using the following criteria:

| Category | Criteria | Response Time |
|---|---|---|
| Urgent | • Health/safety risk<br>• Critical system/equipment failure<br>• Regulatory compliance issue<br>• Major operational impact | Within 4 hours |
| Routine | • Minor repairs<br>• Non-critical maintenance<br>• Aesthetic issues<br>• Preventive maintenance | Within 3 business days |

3. Requests are logged and tracked in the maintenance management system until closure.

## 6. Communication Protocols

- Confirmation of request receipt sent to requestor within 1 business day.
- Status updates sent at key milestones: assignment, scheduling, completion, or delays.
- Requestor may contact maintenance coordinator directly for urgent issues.
- Maintenance team communicates expected timelines and disruptions with relevant stakeholders.

## 7. Scheduling and Resource Allocation

1. Maintenance Coordinator assigns requests based on priority, technician availability, and required expertise.
2. Resources (materials, tools, equipment) are allocated to assigned staff before work begins.
3. Urgent requests may require rescheduling of lower-priority tasks.
4. Planned downtime and coordination with affected departments are communicated in advance.

## 8. Documentation of Repairs

1. Technicians complete work orders/repair logs upon completion, including:
    - Actions taken
    - Parts used
    - Time spent
    - Resolution status
    - Photos if applicable

2. Coordinator reviews and closes the request in the tracking system.

## 9. Follow-Up and Quality Assurance

1. Coordinator conducts follow-up with requestor within 2 business days of repair completion.
2. Feedback is documented; issues are reopened and addressed as needed.
3. Periodic review of requests/repairs to identify trends and continuous improvement opportunities.

## 10. Revision History

| Version | Date | Description of Changes | Approved By |
|---|---|---|---|
| 1.0 | 2024-06-08 | Initial SOP template release | Facilities Manager |