

SOP Template: Repair and Resolution Reporting Guidelines

This SOP details the **repair and resolution reporting guidelines**, which include the standardized process for identifying, documenting, and reporting equipment or system malfunctions, the steps for timely communication of issues to the maintenance team, criteria for prioritizing repairs based on urgency and impact, methods for tracking repair progress and completion, and protocols for validating and closing repair requests. The goal is to ensure efficient resolution of problems, minimize downtime, and maintain operational continuity through clear and consistent reporting practices.

1. Purpose

To outline the standardized procedures for reporting, tracking, and resolving equipment or system malfunctions, and to establish accountability and timely communication in repair management.

2. Scope

This SOP applies to all staff members responsible for identifying equipment/system issues and all personnel involved in the repair and resolution process.

3. Responsibilities

- **Staff:** Identify and promptly report malfunctions.
- **Maintenance Team:** Assess, prioritize, and resolve reported issues.
- **Supervisors:** Oversee reporting compliance and validate closure of repair requests.

4. Reporting Process

1. **Identification:** Staff member notices or is alerted to an equipment/system malfunction or failure.
2. **Documentation:**
 - Record details: asset ID, location, description of the problem, date/time, and initial observations.
 - Use the standardized Repair Request Form (see Appendix A).
3. **Notification:**
 - Immediately communicate the issue to the maintenance team via the approved reporting channel (e.g., helpdesk platform, email, or phone line).

5. Prioritization Criteria

Assign priority level as follows:

Priority Level	Description	Response/Resolution Timeframe
Critical	System/equipment failure causing complete shutdown of essential operations	Immediate
High	Major malfunction impacting productivity but not a complete shutdown	Within 4 hours
Medium	Issue affects non-essential systems or has a workaround	Within 24 hours
Low	Minor inconvenience, does not significantly affect operations	Within 3 business days

6. Tracking and Communication

1. All repair requests are logged into the tracking system with a unique reference number.
2. Status updates are provided at each stage (received, in progress, completed, awaiting validation).
3. Maintenance team communicates estimated repair timelines and any required follow-ups to stakeholders.

7. Validation and Closure

1. Upon completion, the maintenance team documents actions taken and test results.
2. Requestor and/or supervisor validates that the issue has been resolved satisfactorily.
3. Repair record is officially closed in the tracking system.

8. Continuous Improvement

- Regularly review repair reports for recurring issues and process improvements.
- Conduct post-repair assessments for critical incidents to improve future response and reliability.

Appendix A: Repair Request Form (Sample)

Field	Description
Reporter Name	Person reporting the issue
Asset ID/Location	Unique identifier and physical location of the affected equipment/system
Description of Problem	Detailed explanation of the malfunction
Date/Time Reported	Date and time the issue was reported
Priority Level	Critical, High, Medium, or Low
Notes/Attachments	Additional comments or supporting documents/photos

End of SOP