

## **Maintenance and Reporting**

### **Scope:**

The scope of maintenance reporting encompasses the systematic process of identifying, documenting, communicating, and resolving maintenance issues within a facility or organization. This process involves several key components and stakeholders, and its scope extends across various aspects of maintenance management.

### **Reporting to In-House Maintenance Team:**

1. Identification of Maintenance Issue:
  - Regular inspections and assessments to identify potential maintenance issues, including equipment malfunctions, structural defects, safety hazards, and other facility-related problems.
  - Upon discovering a maintenance issue, thoroughly assess and identify the nature of the problem.
2. Documentation:
  - Document the maintenance issue in detail, including the location, type of defect, and any relevant observations or symptoms.
  - Recording maintenance reports in a centralized system, handovers or database for easy access and reference.
3. Notification to In-House Maintenance Team:
  - Use the designated communication channel to report the maintenance issue to the in-house maintenance team promptly.
  - Provide a clear and concise description of the problem, specifying its urgency and any immediate actions required.
4. Assistance and Coordination:
  - Provide any necessary assistance or access to facilitate the in-house maintenance team's investigation and resolution of the issue.
  - Coordinate with the maintenance team to schedule and prioritize repairs based on the severity and impact of the maintenance issue.

#### 5. Follow-up and Feedback:

- Follow up with the in-house maintenance team to ensure that the issue is resolved satisfactorily and in a timely manner.
- Provide feedback on the effectiveness of the maintenance response and any additional support or resources needed for future maintenance tasks.

### **Reporting to Head Office for External Maintenance:**

#### 1. Identification of Maintenance Issue:

- Conduct a thorough assessment of the maintenance issue, noting its specific characteristics and potential implications.

#### 2. Documentation and Detailed Report:

- Detailing the maintenance issue, including its type, severity, and any relevant background information.
- Provide in-depth descriptions of the defect, including photographs or supporting documentation if available.

#### 3. Evaluation of In-House Resources:

- Assess the capacity and capabilities of the in-house maintenance team to address the maintenance issue internally.
- Determine whether external expertise or resources are required based on the complexity or specialized nature of the maintenance task.

#### 4. Notification to Head Office:

- In the handovers make a section of external maintenance and provide details of the maintenance in-depth.
- Clearly outline the reasons for seeking external assistance, emphasizing the specific expertise or resources needed to address the maintenance issue effectively.

#### 5. Coordination and Authorization:

- Coordinate with the head office to obtain authorization for external maintenance services, if required.
- Provide any additional information or documentation requested by the head office to support the request for external maintenance assistance.

#### 6. Follow-up and Communication:

- Maintain regular communication with the head office regarding the status of the maintenance request and any updates or developments.
- Ensure prompt follow-up and resolution of the maintenance issue once external maintenance services have been arranged.

By following this SOP, maintenance issues can be reported accurately and efficiently, ensuring timely resolution and effective allocation of resources to address maintenance needs both internally and externally.