

SOP

Maintenance of Equipment and Infrastructure

1. PURPOSE

This SOP establishes the process to be adhered for maintaining the equipment and Infrastructure of PIBM.

2. OBJECTIVE:

- a. To ensure that the usage of the facilities is appropriate
- b. To ensure that the equipment is well maintained and serviced timely.
- c. To ensure that the breakdowns are reduced and increase equipment Uptime..

3. SCOPE:

4. This document describes the SOP for maintenance of all equipment and infrastructure located in the campus of Pune Institute of Business Management.

5. SOP ADMINISTRATION

This SOP will be administered by the campus Maintenance team and Facility Manager under the overall supervision of the HOD – Administration.

6. TIMELINE

- a. **Daily Maintenance:** All minor issues reported on a daily basis through the Housekeeping checklist should be addressed on priority
- b. **Weekly Maintenance:** The maintenance team has to carry out a weekly check of all equipment to identify any faults and raise it immediately with the concerned Facility Manager for rectification.
- c. **Periodic Maintenance:** All equipment that is under AMC (annual maintenance contract) should be repaired through the authorized representatives agency with whom AMC is tied up.
- d. **AMC is tied up for the following equipment:**
 - a. EPABX
 - b. UPS
 - c. CCTV
 - d. RO purifiers
 - e. Diesel Generators

7. Fault identification: Fault identification can be carried out through:

- a. Daily checklists.

- b. Weekly checklists
- c. Information shared using other communication like email, whatsapp, SMS or telephonic update.

8. Process for raising a defect ticket for equipment

- a. Whenever an issue is identified with any equipment, the concerned team has to raise a ticket with the AMC service provider.
- b. In case the equipment is not under AMC then, a requisition form is filled to enable the procurement team organize the paid service from authorized service agents.
- c. Time is of essence and hence important that the delivery timelines are tracked at all times to ensure reduced impact and downtime.

9. Process for raising a ticket for Infrastructure maintenance:

- a. For all minor issues of Plumbing electrical and Carpenter, rectification work will be carried out by the in-house plumber, carpenter and electrician.
- b. If the work is major in nature and requires a specialist, then the requirement form is filled up and shared with the Procurement team.
- c. Procurement team will identify vendors who are capable of rectifying the issue reported within reasonable or estimated budget and timeline.

10. Exceptions handling

- a. Any exception to the process laid out will have to be approved by the HoD of the department and the Director.

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14/02/2019



[Signature]

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