Quality**Procedure**

Reviewed by:	Approved by:
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Purpose

This procedure is established and maintained to ensure that corrective maintenance of the building facilities and equipment is effectively implemented.

Scope

This procedure applies to all corrective maintenance of buildings facilities and equipment at Pustaka Negeri Sarawak, Miri which include;

a) Buildings, Air-conditioning System, Lift, Fire Alarm System, Pump Equipment and Generator Set.

Process Details

1.0 Request for Corrective Maintenance

1.1 Whenever there is a complaint received via the following channels, the Assistant Engineer (JA5) or other Designated Officer (DO) shall complete the *Borang Aduan Kerosakan/ Kebersihan*.

a) Verbal
b) Whatsapp
c) Telephone
d) E-mail

2.0 Determination the Cause of the Problem

2.1 After completing the *Borang Aduan Kerosakan/ Kebersihan,* the JA5 or DO shall do the inspection to determine the cause of the problem and rectify the problem.

2.2 After determining the cause of the problem, the JA5 shall do the rectification work.

2.2.1 If the problem can be rectified immediately (simple problem), The JA5 shall rectify the problem and complete the *Borang Aduan Kerosakan/Kebersihan* within three (3) working days.

2.2.2 The DO shall verify the work done by JA5 in the *Borang Aduan Kerosakan/Kebersihan*.

2.2.3 If the problem cannot be rectified within three (3) working days due to either one or more complexity of the rectification works listed below, the JA5 or DO shall identify and engage relevant contractor to perform the work.

a) Purchase of spare parts.
b) Competency requirement of the work.
c) Time-consuming work to processed or material to supplied.
d) Work that requires a lot of manpower.
e) Work process or material which depending on weather conditions.
f) Work requiring machinery or special tool or special equipment.
g) Work that involving third party or Local Authority.

3.0 Monitoring of Outsourced Rectification Work

3.1 Upon completion of the rectification work by the contractor, the JA5 or DO shall check and test the work done.

3.1.1 If the work done is **not satisfactory**, the JA5 shall notify the contractor to re-do the rectification work.

3.1.2 If the work done is **satisfactory**, the JA5 shall verify the work by completing the *Borang Pengesahan Selepas Kerja*.

3.2 The DO shall verify the work by completing *Disahkan Oleh* of *Borang Pengesahan Selepas Kerja*.

4.0 Documented Information Maintained

4.1 Upon completion the *Borang Aduan Kerosakan/Kebersihan*, the JA5 shall keep it in the *Borang Aduan Kerosakan/Kebersihan* file and keep the file at the Facility Management Unit.

4.1.1 The file shall be categorised as "Open" and can be accessed by every staff.

4.1.2 The file shall be kept for minimum of 1 year.

4.2 Upon completion the FRM-CM-MR-08 - *Borang Pengesahan Selepas Kerja*, the JA5 shall keep it in the *Borang Pengesahan Selepas Kerja* file and keep the file at the Facility Management Unit.

4.2.1 The file shall be categorised as "Open" and can be accessed by every staff.

4.2.2 The file shall be kept for minimum of one (1) year.

5.0 Disposal of Document Information

5.1 Once the file has reached its retention period, the Head of Corporate Management shall seek approval from Departmental Records Officer for the disposal of the file.