Quality **Procedure**

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Purpose
To define the process for managing and completing corrective maintenance activities resulting from customer complaints or internal inspections, ensuring effective and timely resolution.

Scope
This procedure applies to all corrective maintenance work for facilities and equipment managed by the Facility Management, initiated via the Borang Aduan Kerosakan/Kebersihan or internal building inspections.

Responsibilities
- Assistant Engineer (JA): Validates complaints, determines root cause, performs or supervises rectification work, and completes relevant documentation.
- Supervisor: Verifies completed corrective maintenance work and associated documentation.

Process Details

1.0. Initiation & Validation

1.1. Upon receipt of a complaint via the online Borang Aduan Kerosakan/Kebersihan, the Assistant Engineer (JA) shall validate the complaint for accuracy and completeness.

1.2. Corrective Maintenance may also be initiated following a scheduled or ad-hoc building inspection.

2.0. Complaint Disposition:

2.1. Valid Complaint: If the complaint is valid, the JA shall proceed to section 3.0, Root Cause Analysis & Immediate Action.

2.2. Invalid Complaint: If the complaint is invalid, no further maintenance action is required. The JA shall close the case by completing the Borang Pengesahan Selepas Kerja, stating "No Action Required - Complaint Invalid" as the justification.

3.0. Root Cause Analysis & Immediate Action

3.1. The JA shall perform an inspection to determine the root cause of the problem.
3.2. If the problem is simple and resources are available, the JA shall perform the rectification work immediately.
3.3. Upon immediate completion, the JA shall complete the online Borang Pengesahan Selepas Kerja within three (5) working days and submit for verification.

4.0. Management Of Complex Corrective Actions

4.1. If the problem cannot be rectified within five (5) working days due to complexity because of one or more of the following criteria and initiate the outsourcing process (Section 5.0):

4.1.1. Requirement for spare parts procurement.
4.1.2. Requirement for specialist competency not held internally.
4.1.3. Long lead times for materials or processing.
4.1.4. Requirement for significant additional manpower.
4.1.5. Dependence on specific weather conditions.
4.1.6. Requirement for special machinery, tools, or equipment.
4.1.7. Involvement of a third-party contractor or Local Authority.

5.0. Out-sourcing of Rectification Work

5.1. The JA shall identify and engage a contractor/ supplier. The selection and appointment of a contractor shall be conducted in accordance with the organization's procurement procedure, **Purchasing Control**.

5.2. Following contractor appointment and budget approval, after issuance of the Service Order (SO) by Finance Department. The responsible JA shall receive the SO and provide it to the appointed contractor/supplier as the official work instruction and formal notification to proceed with the scheduled maintenance. The outsourced work shall be completed within 30 working days after issuance of the service order, **subject to the availability of spare parts locally.**

5.3. **Verification of Completed Work**
After work completed by the contractor, the JA is responsible for verifying the maintenance work. This verification, documented by the ***Borang Pengesahan Selepas Kerja*** and must be submit **within five (5) working days** after receiving the contractor's invoice.

5.4. **Handling Non-Conforming Work**
If the verification in Section 5.3 determines that the work is unsatisfactory or does not meet specified requirements, the JA shall direct the contractor to rectify the work promptly, as per the agreed terms stated in the Service Order.

6.0. Retention and Disposal of Documented Information (Digital System)

All documented information generated from this process, including the *Borang Pengesahan Selepas Kerja*, shall be retained and disposed of within the designated online maintenance management system or provided Pustaka cloud storage. No hardcopy records are to be maintained.

6.1. **Digital Retention**

6.1.1. The online system is the sole repository for all completed forms and related records. The Supervisor/Designated Officer (DO) is responsible for ensuring records are fully processed and finalized within the MUSA system or Pustaka cloud storage.

6.1.2. Documented information, including all maintenance reports and records of management of change, shall be retained electronically for a period of **five (5) years** from the date of final approval or completion.

6.2. **Secure Disposal**

6.2.1. Upon expiry of the defined retention period, documented information shall be disposed of in accordance with the electronic records management policy of **Pustaka Negeri Sarawak** and any applicable data governance regulations.

6.2.2. Disposal actions (e.g., secure deletion or archival) shall be controlled, logged, and authorized by the system administrator or designated records officer to maintain an audit trail.

Annexes

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