Quality **Procedure**

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Purpose

This procedure is established and maintained to ensure that maintenance of the building facilities and equipment is properly planned, scheduled and conducted at planned interval to:

a) Reduce capital repairs;
b) Reduce unscheduled shutdowns and repairs;
c) Extend equipment life, thereby extending facility life;
d) Realize life-cycle cost savings, and
e) Provide safe, functional systems and facilities that meet the design intent.

Scope

This procedure applies to all routine maintenance of building facilities and equipment at Pustaka Negeri Sarawak, Sibu which are include:

a) Main Building, Central Utility Building (CUB) & Recovery Recycling Centre (RCC), Landscaping;
b) Mechanical Services (Air-conditioning system, lifts & fire alarm system) and;
c) Electrical.

Process Details

1.0 Development and Approval of the Annual Maintenance Plan

1.1. **Development**
During the first quarter of the calendar year, the Head of the Facility Management Unit (HFMU) is responsible for developing the draft Annual Maintenance Plan (Pelan Penyelenggaraan Tahunan).

1.2. **Review and Approval**
The completed draft plan shall be submitted for formal review and approval. Approval authority resides with the following roles, as applicable:
- Engineer, or
- Regional Manager (RM), or
- Designated Officer (DO).

2.0 Implementation of Scheduled Maintenance-In-House

2.1. **Work Execution**
Upon approval of the Annual Maintenance Plan, the Assistant Engineer (JA) shall execute all assigned in-house maintenance tasks.

2.2. **Completion Reporting**
The JA is responsible for reporting the completion of each maintenance task. Verification of a completed job via online *Borang Pengesahan Selepas Kerja* and must be submitted to the Supervisor after the work is finished.

2.3. **Verification and Endorsement**
The Supervisor shall review the reported work to verify that:
a) The scheduled maintenance has been completed as required.
b) The *Borang Pengesahan Selepas Kerja* is correctly filled.

Upon verification, the Supervisor shall formally endorse the form to confirm acceptance of the work.

2.4. **Escalation for Outsourcing**
If, during execution, the JA determines that a scheduled task cannot be completed due to complexity, specialized requirements, or a lack of in-house capability, the procedure for **3.0 Implementation of Scheduled Maintenance – Outsourced** shall be initiated immediately.

3.0 Implementation of Scheduled Maintenance – Outsourced

3.1. **Initiation and Contractor Engagement**
When a maintenance task is designated for outsourcing per Section 2.4, or is initially identified as requiring external expertise, the responsible JA shall initiate the contractor engagement process. The selection and appointment of a qualified contractor shall be conducted in accordance with the organization's procurement procedure, **Purchasing Control**.

3.2. **Issuance and Transmission of Service Order**
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.

3.3. **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.

3.4. **Handling Non-Conforming Work**
If the verification in Section 3.3 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.

4.0 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 management system or cloud storage. No hardcopy records are to be maintained.

4.1. **Digital Retention**
4.1.1. 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 online system or cloud storage.
4.1.2. 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.

4.2. **Secure Disposal**
4.2.1. 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.
4.2.2. 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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