

Quality Procedure

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QO: The number of days required to rectify the minor corrective maintenance from the date of the complaint received.

Purpose

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

Scope

This procedure applies to all corrective maintenance of park, building facilities and equipment;

- a) main building – building structure, plumbing and toilet system (Kuching & SRR)
- b) plant house (Kuching)

Process

1.0 Receive of request for Corrective Maintenance

- 1.1 Upon complaint received through the QR code, the Engineer or Designated Officer (DO) will assigned the Assistant Engineer (JA5) within one (1) working day.

1.1.1 If the complaint received through the following channel, the JA5 shall register the complaint through QR

The complaint may receive via the following channel;

- a) Email
- b) Telephone
- c) Instant messenger
- d) Letter
- e) Verbal

2.0 Determination of the degree of complaint/ job

- 2.1 Once a complaint is received from HOD or DO, the JA5 shall perform an inspection to determine the cause of the problem immediately.

2.1.1 If the complaint can be resolved with simple repairs and do not require any sophisticated equipment or major repair works, the JA5 shall complete the corrective maintenance work within 5 working days.

2.1.2 If the corrective maintenance or the rectification work(s) cannot be resolved and requires to be sourced to a contractor, the JA5 shall inform HODFM to outsource the corrective maintenance.

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- 2.2 Upon completion of the corrective maintenance, the JA5 shall complete the online *Borang Aduan Kerosakan* within one (1) working day.

2.2.1 The completion of outsourced corrective maintenance shall be supported with photograph and Borang Pengesahan Selepas Kerja.

- 2.3 Upon completion of the corrective maintenance, the HOD shall immediately verify the corrective maintenance by closing the case in the online *Borang Aduan Kerosakan*.

2.3.1 The online *Borang Aduan Kerosakan* will trigger an email notification to complainant and requester

4.0 Documented Information Maintained

- 4.1 Once a case has been closed in the online BAK, the HOD shall keep the record in the online BAK system.

4.1.1 The case shall be categorized as 'Open' and can be access by any staff.

4.1.2 The case shall be kept for as long as the online BAK in use.

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