# Quality **Procedure**

| Reviewed by: | Approved by: |
|---|---|
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**QO:** The number of days required to rectify the corrective maintenance from the date of complaint received.

**Purpose**

This procedure is established and maintained to ensure that corrective maintenance of Pustaka Park is effectively implemented.

**Scope**

This procedure applies to all corrective maintenance of Pustaka park.

**Process**

**1.0 Request for Corrective Maintenance**

1.1 Upon receipt of customer complaints on Pustaka park, the Assistant Engineer (JA29) shall assess the severity of the corrective maintenance that needs to be done.

1.2 The complaint may receive via the following channel;

a) Email
b) Telephone
c) Instant messenger
d) Letter
e) Verbal
f) Customer Complaint Routing Form (CCRF)
g) QR code

**2.0 Determination of the degree of complaint**

2.1 Once a complaint is received, the JA29 shall perform an inspection to determine the cause of the problem immediately if the complaint(s) is received before 5pm and if after 5pm, the inspection shall be done the next working day.

2.2 Upon completion of the inspection, the JA29 shall complete the *Borang Aduan Kerosakan* via the system within one (1) working day.

2.3 If the corrective maintenance can be resolved with simple repairs and do not require any sophisticated equipment or major repair works, the JA29 shall complete the corrective maintenance work within 3 working days.

2.4 Upon completion of the works, the HODFM shall immediately verify the work by completing the *Pengesahan oleh Penyelia* of the *Borang Aduan Kerosakan*.

## 3.0 Rectification Work by a contractor

3.1 If the corrective maintenance or the rectification work(s) cannot be resolved and requires to be sourced to a contractor, the JA29 shall prepare report and seek endorsement from the Head of Division, Facilities Management (HODFM) and proceed for procurement process. Refer to QP-Fin-01 Purchasing Control

3.2 Upon completion of the corrective maintenance work, the JA29 shall check the work done by contractor.

3.2.1 If the work done is not satisfactory, the JA29 shall notify the contractor to re-do the rectification work.

3.2.2 If the work done is satisfactory, the JA29 shall certify the work by completing the *Borang Aduan Kerosakan* and *Borang Pengesahan Selepas Kerja*.

3.2.3 The JA29 shall notify the complainant if the contact number or email address is provided after the work has been completed. (subject to 3.2.2)

3.3 Based on the certification of the work done, the HODFM shall immediately verify the work by completing the *Pengesahan oleh Penyelia of the Borang Aduan Kerosakan* and the verification of *Borang Pengesahan Selepas Kerja*.

3.4 Upon verification of the work done, the HODFM/JA29 shall endorse invoice for payment. Refer to process QP-FIN-01 – Purchasing Control.

## 4.0 Documented Information Maintained

4.1 Once documents are raised, they are kept by the Assistant Engineer (JA29) at the Facility Management Office and workplace:

*a) Borang Aduan Kerosakan*

b) *Borang Pengesahan Selepas Kerja*

4.2 Documented information generated as a result of the management of change shall be retained for a period of five (5) years from the dates of its completion.

Once the corrective maintenance records have passed their retention period, HODFM/JA29 shall within 60 days and through email seek the permission of the CEO to dispose them in accordance with Pustaka Negeri Sarawak records management guidelines and practices based on Sarawak State Library Ordinance 1999.

**Annexes**

a) *Borang Pengesahan Selepas Kerja*

b) *Borang Aduan Kerosakan*

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