

HEXATECH	PROJECT MANAGEMENT	Issue No.: 1	Document Effective Date: 01 Mar 2017	Page 1 of 2
	<b>Maintenance Works Procedure</b>	Revision No.: 0		Document Ref: PD-PRO-08

Purpose:	To outline the process by which maintenance works are conducted to meet customer service requests.
Scope:	This procedure shall apply to service or maintenance requests received from Customers or their representatives for matters relating to the repair or upkeep of M&E system and equipment.
ISO Reference:	MS ISO 9001:2015 Clause No. 8.1

Step	Activity	Responsibility	Reference
1	<p><b><u>Post Implementation Support</u></b> Project Manager (PM) and Maintenance Manager (MM) shall be responsible to provide post implementation support to Customers in the following areas:</p> <ul style="list-style-type: none"> <li>a. Handling and attend to all enquiries,</li> <li>b. Resolve all Customer complaints, and</li> <li>c. Process service request submitted by Customer.</li> </ul>	PM/MM	
2	<p><b><u>Customer Enquiry</u></b>: Should there be enquiries received from Customer, PM/MM are to take appropriate follow up action and closure. PM and MM are to immediately response to such enquiries.</p>	PM/MM	
3	<p><b><u>Maintenance Service Request</u></b>: Customer may forward their service request for the following services:</p> <ul style="list-style-type: none"> <li>a. Warranty site repair or defects rectification.</li> <li>b. Maintenance repair.</li> <li>c. Routine servicing.</li> </ul> <p>All such requests shall be forwarded to the Maintenance Department for the attention of MM.</p>	MM	
4	<p><b><u>Request For Warranty Repair or Defects Rectification</u></b>: Upon receipt of a request for warranty or defects rectification, PM/MM are to arrange for on-site implementation of the necessary warranty repair or defects rectification works as requested. The repair will be carried out either at the factory or on-site at Customer premise.</p> <p>PM/MM will form up a repair team (includes Project Executive or Maintenance Executive) to conduct the on-site work (if required).</p>	PM/MM  PM/MM PE/ME	

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	<p>PM/MM will provide the Customer with a quotation for traveling and lodging expenses for on-site warranty repair works.</p> <p>The repair team will raise an On-site Field Service Report on completion of the repair and obtain acknowledgement by Customer. The On-site Field Service Report will be forwarded to Accounts Department for invoicing.</p> <p>PM/MM will follow up with the Customer on after repair requirement.</p>	<p>PM/MM</p> <p>Repair Team</p> <p>PM/MM</p>	<p>On-site Field Service Report, On-site Field Service Report Log, Invoice</p>
9	<p><b><u>Service Request For Maintenance Repair or Routine Servicing:</u></b> MM will raise a quotation to the customer with all particulars relating to the service request for maintenance repair or routine servicing made by the Customer. If required, MM will engage DM to formulate the engineering requirement for the service request.</p> <p>MM will then raise the Quotation Costing Form for approval of MD and issue a Quotation Letter with supporting documents to the Customer.</p> <p>Upon contract award or issuance of purchase order by the Customer, MM is to raise a service order for the repair team to conduct the on-site maintenance repair or routine servicing at at Customer premise.</p> <p>MM is to form up an on-site repair or servicing team (includes ME) if on-site work is required.</p> <p>The on-site repair or servicing team will raise an On-site Field Service Report on completion of the repair or servicing and obtain acknowledgement by Customer. The On-site Field Service Report will be forwarded to Accounts Department for invoicing.</p> <p>MM will follow up with the Customer on after repair or servicing requirement.</p>	<p>MM</p> <p>MM</p> <p>MM/ME</p> <p>Repair or Servicing Team</p> <p>MM</p>	<p>Quotation Log, Quotation Costing Form</p> <p>On-site Field Service Report, On-site Field Service Report Log, Invoice</p>

End