



ST.FRANCIS INSTITUTE OF TECHNOLOGY

DOC. NO.-SFIT/MNT/P-01/REV 2

ISSUE NO.:- 1

DATE: 01.03.13

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TITLE :-MAINTENANCE PROCEDURE

REV. :- 2

DATE:- 01/02/2016

MAINTENANCE PROCEDURE

1.0 Purpose

To establish & maintain a system for maintenance of Lab and Office equipment, computers, printers, lifts and general electrical appliances.

2.0 Scope

This procedure is applicable to all activities related to maintenance function.

3.0 Responsibility

HODs / Lab In-Charge / Lab Assistants / Deputy Director are responsible for implementation of this procedure and Maintenance in-charge is responsible for the execution.

4.0 Objective

- 1.Uptime of computers / lab equipment during working hours >95%
2. Response time to break down call of computer / lab equipment <1hour.
3. Time taken to repair - Minor Break Down - < 1 hour
Major Break Down – depending on the criticality.(< 7days)

5.0 Description

Sr. No.	Activity	Responsibility / Reference Doc.
5.1	Other than computers and lab equipment that are required for students' practicals and in the Library as well as for the Management and staff, the Institute does not have critical machines. The repairs and maintenance of computers and lab equipment are covered under warranty. After the expiry of the warranty period minor repairs are handled by the technical support staff and major repairs are outsourced.	Lab In Charge / Lab Assistants / Deputy Director
5.2	In case of replacement of any parts and/repair a Maintenance Requisition Form duly filled and approved is submitted to the Deputy Director.	Lab Assistant / Lab In Charge / HOD / Principal SFIT/MAINT/F-03/REV1
5.3	As there are no critical machines / equipment Preventive Maintenance is not found to be necessary.	

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Leela
Reddy



APPROVED BY

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5.4	The maintenance of passenger Lifts in the Institute are covered by Annual Maintenance and Service Contract (AMC).	Maintenance In-charge / Deputy Director AMC Records
5.5	Other equipments such as the EPBAX system, Fax, Water Coolers, Water purifiers, Air conditioners, Fire-extinguishers etc are also covered by AMCs with different agencies.	Deputy Director / Maintenance In-charge AMC records
5.6	The weighing scale in the Chemistry lab (FE) is under AMC.	Lab Assistant / Maintenance In-charge / Deputy Director
5.7	Electrical and plumbing repairs are done through local electricians / plumbers who are contacted as and when the need arises.	Deputy Director / Maintenance In-charge

6.0 RECORDS :

1. Lab registers in the respective Labs
2. AMC records
3. Repair / Maintenance Requisition Forms



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Performance Monitoring of outsourced services of Annual Maintenance Contracts (AMCs)

1. **Scope:** This Performance Monitoring System applies to all AMCs in SFIT.
2. **Responsibility:** The Purchase/Maintenance in-charge.
3. The following parameters shall be considered for 'Performance Monitoring':
 - A) **Breakdown maintenance**
 - a) **Down time** - time taken from the time a service call is placed till the time the equipment is put in action.
 - b) **Call availability** - Time taken to answer a call by the service department.
 - c) **Response time** - Time taken from the time call is placed till the service technician attends to the breakdown.
 - d) **Repair time** - Time taken by the service technician to put the equipment back to action.
 - e) **Reliability of service** - Time between two breakdowns of the same equipment after satisfactory repairs.

Record of the above data shall be maintained in soft form/manual register by the Purchase/Maintenance in-charge for each AMC.

B) Preventive Maintenance

- a) Quality of free service as per AMC.
 - b) Compliance of the Terms and Conditions of the contract for AMC.
4. **Performance Rating:-** The performance of AMCs shall be rated on a 9 point scale on each of the above mentioned parameters for breakdown as well as preventive maintenance.

Rating scale: 1 - 9 (min. - max.)

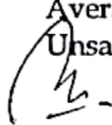
Excellent: 8.1 - 9

Very Good: 7.1 - 8

Good: 5.1 - 7

Average: 3.1 - 5

Unsatisfactory: 1 - 3



Bro. Melchior Tom
Director

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PERFORMANCE MONITORING FORM FOR AMCs

Name of the Party:

Name of the equipment:

AMC period:

Rating scale:

1-3 = Unsatisfactory

3.1 - 5 = Average

5.1 - 7 = Good

7.1 - 8 = Very Good

8.1 - 9 = Excellent

A.	Breakdown maintenance parameters	Rating scale (1 - 9)
(i)	Down time	
(ii)	Call availability	
(iii)	Response time	
(iv)	Repair Time	
(v)	Reliability of service	
	Total score (A)	
	Average score (A /5)	
B.	Preventive Maintenance	
(i)	Quality of free service as per AMC	
(ii)	Compliance of Terms & Conditions of Contract	
	Total score (B)	
	Average score (B/2)	
C.	Overall rating (Total A+B /2)	

Signature of Maintenance In-charge : _____

Approved by Director: _____

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