Maintenance and Infrastructure Process

Process Definition
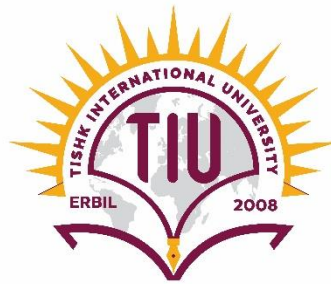
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1. SUMMERY

1.1. This document defines the process of performing maintenance tasks and preserving the infrastructure at Tishk International University.

1.2. The relationship between this process and the other processes within the Tishk International University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM.IN.001E].

2. REVISION AND APPROVAL

This procedure is prepared, reviewed and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie	Dr. Wasfi Kahwachi	Dr.Idris Hadi Salih

#	Date of Issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	01/11/2017	0	3 years	Original Release	Rasha Alkabbanie	Dr. Wasfi Kahwachi	Dr.Idris Hadi Salih

3. PROCESS DEFINITION

3.1. The purpose of this process is to maintain a good learning and working environment at Tishk International University.

4. PROCESS OBJECTIVES AND METRICS

4.1. Process objectives for this process are defined in the "Quality Objectives of Tishk International University" document.

4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the "Quality Objectives of Tishk International University" document.

4.3. The targets of each objective are determined in October of every academic year.

4.4. The achievement of the quality objectives are discussed in the Management Review Meeting.

Quality Objective	Key Performance Criteria (KPI)	Other process contributes to the final target
D1-Being environment friendly and green	Number of Environmental Initiatives/projects held	-
D2-Reducing energy usage.	(%) of the electricity and fuel bill decreased	
D4-Having safe and clean environment in the university	Number of nonconformities found in the semi-annual internal auditing done by QMS Unit for: - Security Services - Maintenance Services - Cleaning service	Security process Cleaning process

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

5.1. The owner of this process is the **Director of Maintenance and Infrastructure Unit.**

5.2. **Staff of Maintenance and Infrastructure Unit** will ensure proper fulfillment of the requirements of this process.

5.3. The **Vice-President of Administrative Affairs** will ensure proper resources are provided for this process.

6. TYPICAL PROCESS INPUTS AND RESOURCES

6.1. Technical Information Needed.
- Maintenance techniques.

6.2. Resources/Facilities and Techniques needed:
- Maintenance tools and equipment.
- INET System.

6.3. Resources/Personnel needed:
- Staff of Maintenance and Infrastructure Unit.

6.4. Special training needed
- None

7.   SUP-PROCESSES WITHIN THIS PROCESS:

- Preparing the Plan of Maintenance.
- Responding to Maintenance Requests.
- Checking the safety status of the university.

8.   TYPICAL PROCESS OUTPUTS

8.1. Service produced:

- Maintenance Requests are responded to.
- The Infrastructure of the university is preserved

8.2. Documents produced :

- None

8.3. Records produced:

Maintenance Checklist	IU.GS.FR.017
Plan Of Maintenance	IU.GS.FR.018
Maintenance Request Form	IU.GS.FR.019E
Security And Safety Checklist	IU.QM.FR.350E

9.   RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
A lot of failures require maintenance in the academic year	Somewhat likely to occur	High	Number of maintenance requests observed by the INET backups	The annual Maintenance plan shall be prepared accurately based on the outcomes of the Maintenance Checklist. This will provide a Preventive Maintenance which reduces the number of failures I the infrastructure during the academic year

10. STEPS

10.1 Preparing the Plan of Maintenance.

- Annually during September (one month before the start of the academic year), the staff of maintenance unit check the status of the University's infrastructure by filling the "Maintenance Checklist",
- Based on the output of the Maintenance Checklist, the director of the Maintenance unit prepares the "Plan of Maintenance" which shall eliminate the maintenance failures.
- The plan shall be discussed with the maintenance staff, approved by the director then submitted to the Vice president of Administrative affairs for his/her acceptance.
- The Maintenance Plan shall be posted in the office of the director and to be followed by the unit's staff during the year. Also, one copy shall be sent to the Coordinator of QMS.
- Annually during August, the Coordinator of QMS follows up the achievement of the plan and report the output to the upper management.

10.2 Responding to Maintenance Requests.

- Any staff at Tishk International University can submit a maintenance request when a failure in the university's infrastructure occurs. The request can be submitted via INET System.

- The problem will be posted on the INET board, highlighted with red.
- The Maintenance Unit staff receives the request through their customized account.
- According to the area the problem exists, the assigned member of staff goes to solve the problem. The priority is for the former requests and for classrooms.
- When the Maintenance staff solves the problem, he marks it as "solved" through his account in INET, then the problem posted on the board will be highlighted in green.
- The staffs who are the owner of the request shall submit a confirmation that his/her problem was solved through the INET System.
- Director of Maintenance daily observes the workflow through his customized account.

10.3 Checking the safety status of the university.

- Annually during September (one month before the start of the academic year), the Director of Maintenance unit conduct an inspection tour in the university to observe the status of the university regarding the safety concerns.
- He/she fills up the "Security and Safety Checklist".

- The director reports the output of the inspection to the Vice-president of Administrative Affairs to make the necessary decisions and to issue the required corrective actions.
- The staff of the maintenance unit does the needful action to eliminate any hazards related to the infrastructure of the university.
- The output of the safety inspections shall be involved also when preparing the maintenance plan.
- At the bagging of April, the safety status should be inspected again to follow up the implementation of the decisions taken in this regard. This inspection can be done by any staff assigned by the administrative vice president.
- The results shall be reported to the university council.