

SOP Reference #: MAIN006

Operation/Task:	Reactive Maintenance			Equipment:	N/A
Owner:	Manufacturing Manager	Date Created:	5/28/14	Department:	Manufacturing Support
		Revision History:	See last page		

ALERTS (see below): Critical Step ◆ Quality Check ☑ Tip 😊 Team Safety +

Purpose: This SOP/work instruction describes the process of managing ENPOINTE equipment repairs.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1	◆	Notify Maintenance that a repair or maintenance is required	Enter a work order into the "Track It" MIS system. In the case that the machine is down and service is needed quickly please call maintenance in additional to the Track It.	Make Maintenance aware of the need for a repair. The phone call helps expedite the process especially during afterhours.
2	+	Maintenance reviews "Track Its" to determine which work order to work on.	Use the following criteria for scheduling work: <ol style="list-style-type: none"> 1. Track Its entered that pose a safety or security risk are always top priority. 2. Track Its that pose a potential risk of further damage are second. 3. Next would come Track Its for machines that are down. If multiple machines are down the VP of Ops will need to be consulted as to the order of machine repair to minimize impact on customer due dates. 4. Followed by scheduled TPM. 5. Other repairs should be completed from oldest to newest. The exception would be to reduce set up time by ganging projects together. 	To ensure Track Its are completed in a fashion to move the business forward safely.
3	◆	Determine project requirements	Review work area to determine if work can be done safely. If work cannot be done safely stop and notify Department Manager. Review that parts and/or supplies are available. Review that the necessary tools or equipment are available. Review the need for outside support.	To make sure project can be completed in a safe manner.
4	☑	Verify that the service or repair is effective and meets the requirements as described in the Track It.	Have the Manager of the area review work to confirm that the work performed is completed and meets their expectations. This is also the case for work being performed by outside suppliers.	Prevents Track Its from being closed with incomplete or inferior work performed. In the case of work being performed by outside suppliers it provides them instant feedback and saves the effort of having to have the outside supplier come back to review or fix the problem.
5	◆	Update status of the Track It	If the Track it is complete enter a note and change the status to complete. If additional parts or work needs to be done to satisfy the request enter a note and go back to step 2.	Notify the person that entered the Track it that work has been started or the project has been completed.

Notes:

Definitions:

Track-IT – Electronic work order logging system
TPM– Total Preventative Maintenance

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Rick Hamann	5/28/14
Rev 2	Added Revision History table	Rick Hamann	8/1/16
Rev 3	Updated to current SOP format; branding updates: font, company name; Manager review – changed step 2, bullet #3 on who to consult when multiple machines are down	Rick Hamann	4/21

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Rev. Date 4/20