(Gaille)	VERSION NO. : 03
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	REVISION NO. : 00
HANDLING OF FACILITIES AND MAINTENANCE COMPLAINTS AT MAHALLAH	EFFECTIVE DATE : 01/12/2018
DOCUMENT NO. : IIUM/RSD/08	PAGE : 1/9

HANDLING OF FACILITIES AND MAINTENANCE COMPLAINTS AT MAHALLAH

PREPAR	ED BY: lebel	APPROVED BY: \$\int 6\)		
NAME	: Rahaidah Ramli	NAME : Siti Thuraiya Abd. Rahman		
POST	: Senior Assistant Director, Residential and Service Department	POST : Director, Residential and Services Department		
DATE	: 01/12/2018	DATE : 01/12/2018		

A CONTRACTOR OF THE PARTY OF TH	VERSION NO. : 03
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	REVISION NO. : 00
HANDLING OF FACILITIES AND MAINTENANCE COMPLAINTS AT MAHALLAH	EFFECTIVE DATE : 01/12/2018
DOCUMENT NO. : IIUM/RSD/08	PAGE : 2/9

1. OBJECTIVE

This procedure is prepared to ensure that the handlings of facilities and maintenance complaints at Mahallah such as roof leaking, pipe leaking and doorknob defect are to be managed efficiently and effectively according to University's procedures.

2. SCOPE

This procedure is to be used in all Mahallah at IIUM Gombak Campus.

3. **DEFINITION/ABBREVIATION**

3.1	IIUM	•	International Islamic University Malaysia
3.2	RSD		Residential and Services Department
3.3	PMU		Project and Maintenance Unit
3.4	МО		Mahallah Office
3.5	НМ	:	Hostel Manager
3.6	AHM		Assistant Hostel Manager
3.7	AA2	: ;	Administrative Assistant
3.8	MMRS		Mahallah Maintenance Report System
3.9	DBSB		Daya Bersih Sdn Bhd
3.10	TECH/STECH		Technician/ Senior Technician
3.11		:	Such as leaking, electricity failures, broken mirror
3.12	,-	:	Web Work Request
3.13	• • • • • • • • • • • • • • • • • • • •	:	Students/ staff/ DBSB cleaners

INTERNATIONAL ISLAMIC UNIVERSITY	VERSION NO. : 03
MALAYSIA	REVISION NO. : 00
HANDLING OF FACILITIES AND MAINTENANCE COMPLAINTS AT MAHALLAH	EFFECTIVE DATE : 01/12/2018
DOCUMENT NO. : IIUM/RSD/08	PAGE : 3/9

4. REFERENCES

- 4.1 Mahallah Maintenance Report System
- 4.2 DBSB Web Work Request
- 4.3 Service Level Agreement with DBSB

(Carried Market Control of the Contr	VERSION NO. : 03	
MALAYSIA INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	REVISION NO. : 00	
HANDLING OF FACILITIES AND MAINTENANCE COMPLAINTS AT MAHALLAH	EFFECTIVE DATE : 01/12/2018	
DOCUMENT NO. : IIUM/RSD/08	PAGE : 4/9	

	RESPONSIBILITIES AND DETAILED PROCEDURE		
Responsib	lity	DETAILED PROCEDURE	
	5.1	Report via MMRS	
MO/AA2	5.1.1	To receive complaints from customers via MMRS ii. To check and identify the complaints genuineness.	
AA2/TECH/ STECH	5.1.2	 i. To remind the TECH/STECH regarding the complaints ii. To ensure AA2/STECH record the complaints in DBSB Web Work System iii. To record the Work Request Number. 	
AA2/STECH	5.1.3	i. To receive the Work Order Number from STECH. ii. AA2 to update Work Order Number in MMRS.	
TECH/STECH/ MO	5.1.4	 i. To notify MO for public announcement (practice at female Mahallah only) if the male TECH or Contractor involved in the site visit at Mahallah compound. ii. To go for ground check based on list of Work Order Number. 	
TECH/STECH	5.1.5	Upon ground check, TECH/STECH to categorized the report; i. Maintenance work to be done by TECH/STECH or by DBSB appointed contractor.	
AA2	5.1.6	To notify customer via email or phone regarding the status of complaints when necessary (E.g. Out of DBSE)	

GÔD.		VERSION NO.	: 03
1900 A	INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	REVISION NO.	: 00
	F FACILITIES AND MAINTENANCE S AT MAHALLAH	EFFECTIVE DATE	: 01/12/2018
	NO. : IIUM/RSD/08	PAGE : 5/9	

Responsibility		Detailed Procedure	
AA2/AHM/HM	5.1.7	i. To check and follow up on the maintenance work done by TECH/STECH or contractor.	
		Maintenance work done successfully by TECH/STECH?	
AA2/AHM/HM	5.1.8	a. If YES, AA2 to update the job was completed in the MMRS	
		b. If NO, AA2/AHM/HM to report to Zone Supervisor;	
		Maintenance work done successfully by Contractor?	
AA2/AHM/HM	5.1.9	a. If YES, AA2 to update the job was completed in the MMRS	
		b. If NO, AA2/AHM/HM to report to PMU if exceed 30 days.	

GOZ.	VERSION NO. : 03
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	REVISION NO. : 00
HANDLING OF FACILITIES AND MAINTENANCE COMPLAINTS AT MAHALLAH	EFFECTIVE DATE : 01/12/2018
DOCUMENT NO. : IIUM/RSD/08	PAGE : 6/9

	5.2	Monthly Maintenance Report
AA2/AHM,	/HM 5.2.1	i. AA2 to update the status of work completion in MMRS on weekly basis ii. AHM/HM to check the status on weekly basis
АНМ/Н	M 5.2.2	i. Submission of MMRS monthly report by 7 th to PMU
	5.2.3	i. End of process

A CONTRACTOR OF THE PROPERTY O	VERSION NO. : 03
international islamic university malaysia	REVISION NO. : 00
HANDLING OF FACILITIES AND MAINTENANCE COMPLAINTS AT MAHALLAH	EFFECTIVE DATE : 01/12/2018
DOCUMENT NO.: IIUM/RSD/08	PAGE : 7/9
6. QUALITY RECORDS	

6. QUALITY RECORDS

NO.	RECORD	RETENTION PERIOD	LOCATION	RESPONSIBILITY
1.	General File: Monthly report on Facilities and	2 Years	Filing cabinet	AA2
	Ground Maintenance.			
2.	Report from student in MMRS	2 Years	Softcopy in PC Folder	AA2

INTERNATIONAL ISLAMIC UNIVERSITY	VERSION NO. : 03	
MALAYSIA	REVISION NO. : 00	
HANDLING OF FACILITIES AND MAINTENANCE COMPLAINTS AT MAHALLAH	EFFECTIVE DATE : 01/12/2018	
DOCUMENT NO. : IIUM/RSD/08	PAGE : 8/9	

7. FLOWCHART

	As per attached
	orași la apelopea me a aregora do por porte porte a al ale al la forma de comite a presipal mini in comite de Anorgana presipala a porte a al antroporație, comporte de logicită din mesale a presipal a performate material
ransa direna san	om oppresedent om oppremenden om om televidende fan hengelijkeren plant plant fan de megelijke in de blite end
* * * * * * * * * * * * * * * * * * * *	

CONTRACTIONAL ISLANDIC LINUVERSITY	VERSION NO. : 03	
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA	REVISION NO. : 00	
HANDLING OF FACILITIES AND MAINTENANCE COMPLAINTS AT MAHALLAH	EFFECTIVE DATE : 01/12/2018	
DOCUMENT NO. : IIUM/RSD/08	PAGE : 9/9	
8. APPENDICES		

İ

Г	
. 1	. Appendix 1: Work flow of MMRS
	o Thomas and the both to be a fit to the contract of the properties of the properties of the both the fit of t The second terminal and Thomas are to the extrement the sound of the contract of the sounds, there are the sound
.	
	ingambalmag nagripan agambag gapirahibi mangraan, giranggaran na mangramban na mangrabi.
	of the anti-light continue for the first the first the first and the first t
14 A .	e inga inanga magna ngga kitamanna agimang gagna makina naginng agna,ina asagigang gang nana maa gunasaga girm
	realiting in the fight and from the fine of a reality reality and a contract of the fight in any fixed
	our de Argue an ear ear el toda en la varient en la region le arconoctambales en al
	en e
	ommunicativa (m
1	
- 1	
ļ	
-	

