



INTERNATIONAL ISLAMIC UNIVERSITY
MALAYSIA

VERSION NO. : 03

REVISION NO. : 00

HANDLING OF FACILITIES AND MAINTENANCE
COMPLAINTS AT MAHALLAH

EFFECTIVE DATE : 01/12/2018

DOCUMENT NO. : IIUM/RSD/08

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HANDLING OF FACILITIES AND MAINTENANCE COMPLAINTS AT MAHALLAH

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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	MO	:	Mahallah Office
3.5	HM	:	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	Defect	:	Such as leaking, electricity failures, broken mirror
3.12	WWR	:	Web Work Request
3.13	Customers	:	Students/ staff/ DBSB cleaners

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4. REFERENCES

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

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5. RESPONSIBILITIES AND DETAILED PROCEDURE

Responsibility		DETAILED PROCEDURE
	5.1	Report via MMRS
MO/AA2	5.1.1	<ul style="list-style-type: none"> i. To receive complaints from customers via MMRS ii. To check and identify the complaints genuineness.
AA2/TECH/ STECH	5.1.2	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> i. To receive the Work Order Number from STECH. ii. AA2 to update Work Order Number in MMRS.
TECH/STECH/ MO	5.1.4	<ul style="list-style-type: none"> 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	<p>Upon ground check, TECH/STECH to categorized the report;</p> <ul style="list-style-type: none"> i. Maintenance work to be done by TECH/STECH or by DBSB appointed contractor.
AA2	5.1.6	<ul style="list-style-type: none"> i. To notify customer via email or phone regarding the status of complaints when necessary (E.g. Out of DBSB scope of work)



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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.
AA2/AHM/HM	5.1.8	Maintenance work done successfully by TECH/STECH? a. If YES, AA2 to update the job was completed in the MMRS b. If NO, AA2/AHM/HM to report to Zone Supervisor;
AA2/AHM/HM	5.1.9	Maintenance work done successfully by Contractor? 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.



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Responsibility	Detailed Procedure	
	5.2	Monthly Maintenance Report
AA2/AHM/HM	5.2.1	<ul style="list-style-type: none">i. AA2 to update the status of work completion in MMRS on weekly basisii. AHM/HM to check the status on weekly basis
AHM/HM	5.2.2	<ul style="list-style-type: none">i. Submission of MMRS monthly report by 7th to PMU
	5.2.3	<ul style="list-style-type: none">i. End of process

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6. QUALITY RECORDS

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

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7. FLOWCHART

As per attached

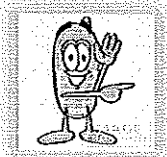
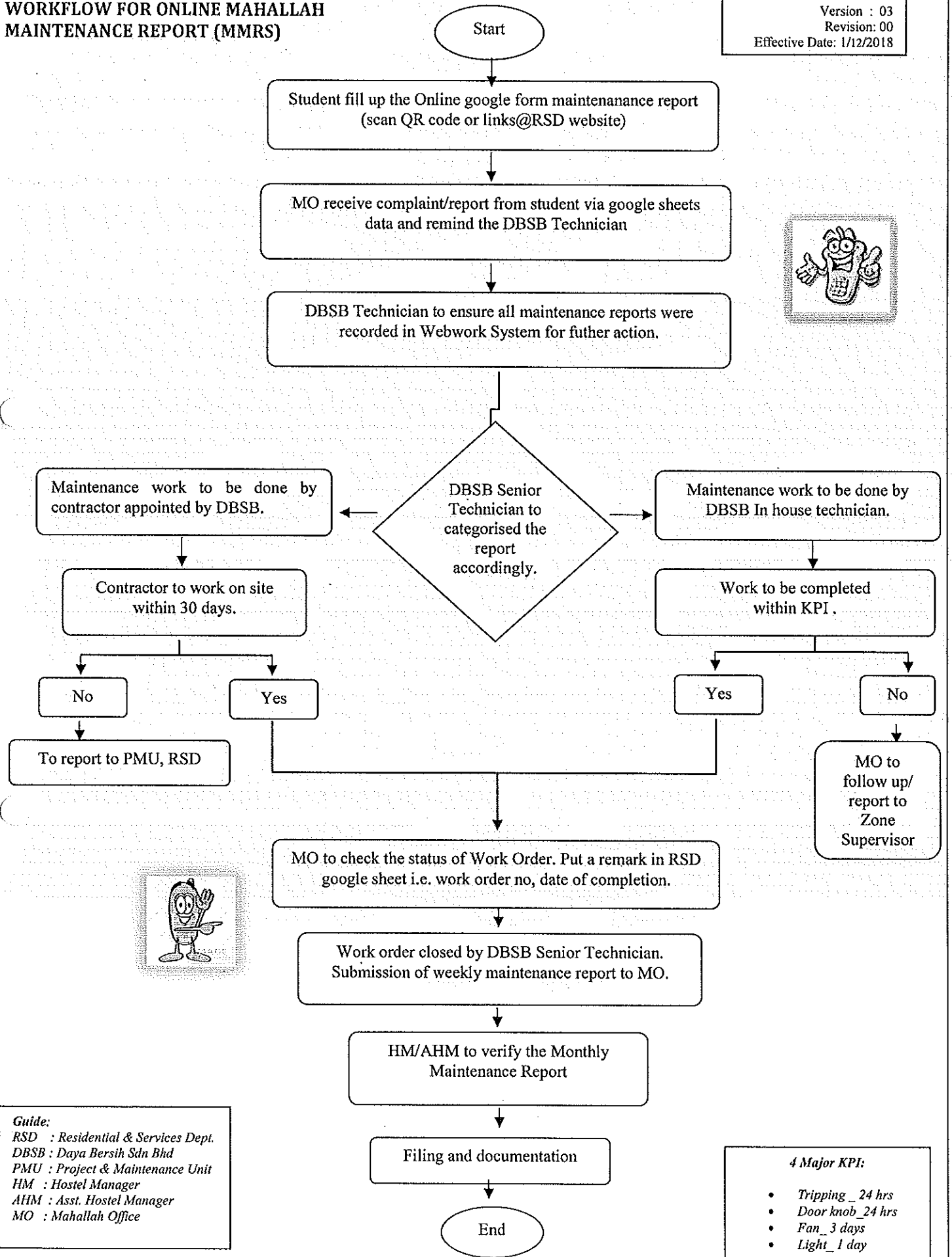
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8. APPENDICES

1. Appendix 1 : Work flow of MMRS

WORKFLOW FOR ONLINE MAHALLAH MAINTENANCE REPORT (MMRS)

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Guide:
 RSD : Residential & Services Dept.
 DBSB : Daya Bersih Sdn Bhd
 PMU : Project & Maintenance Unit
 HM : Hostel Manager
 AHM : Asst. Hostel Manager
 MO : Mahallah Office

- 4 Major KPI:**
- Tripping _ 24 hrs
 - Door knob _ 24 hrs
 - Fan _ 3 days
 - Light _ 1 day