



DR. D. Y. PATIL VIDYAPEETH, PUNE
(Deemed to be University)

**INFRASTRUCTURE MAINTENANCE
PROCESS MANUAL**

AS PER INTERNATIONAL STANDARD ISO 9001:2015

ISSUE NO: 02, DTD. 01.01.2018

MNT/A	MASTER LIST OF PROCESSES		
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Controlled Copy 2: Dy. M. R.

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All the above procedures are approved by Registrar before release.

Prepared By : Chief Administrative Officer (C. A. O.)	Approved By – Registrar	Issued by: M. R.



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MNT/B	REVISION SHEET	
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Document No.	Rev. No.	Revision Date	Nature of Change	Approved By
All	00	01-06-2015	Original Issue, Issue No. 01 dtd. 01-06-2015	Registrar
All Procedures	00	01.01.2018	Revised ISO 9001:2015 standard implemented.	Registrar

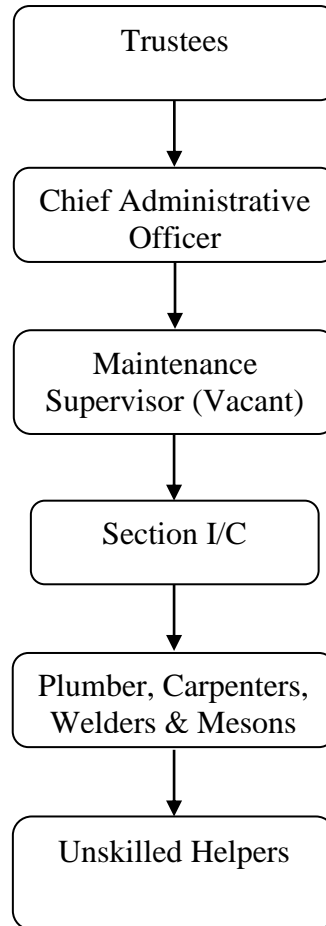
MNT/C	LIST OF DOCUMENTS	
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Doc. No.	Document Title	Rev. No.	Revision Date	Master Copy	Controlled Copy
--	Infrastructure Maintenance Process Manual	00	01.01.18	M.R.	Chief Administrative Officer (C.A.O.), Dy. M.R.

MNT/D		LIST OF RECORDS	
Rev. 00 Dtd. 01.01.2018		Ref. Clause: 7.5	Page: 01 / 01

Record No.	Document / File Name	Rev. No.	Storage	Retention Period	Disposal Method
MNT/R/01	Complaint Slip	00	File – 01	1 Year	Shred
MNT/R/02	Plumbing Complaint Register	00	Reg – 01	1 Year	Shred
MNT/R/03	Carpentry Complaint Register	00	Reg – 02	1 Year	Shred
MNT/R/04	Mason Complaint Register	00	Reg – 03	1 Year	Shred
MNT/R/05	Welding Complaint Register	00	Reg – 04	1 Year	Shred
MNT/R/06	Material Stock Register	00	Reg – 05	1 Year	Shred

MNT/E	DEPARTMENTAL STAFF STRUCTURE	
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MNT/F	RESPONSIBILITY & AUTHORITY	
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Responsibility & Authorities of Chief Administrative Officer (C. A. O.) (Maintenance)

1. The entire administration of the sections.
2. To monitor the functioning of the supervisor related to daily complaints / material utilization / AMCs.
3. To approve and communicate the Purchase requirement of Consumables and equipments to the Purchase Dept.
4. To finalize departmental budget and get approval from the Management.
5. To ensure that allocated budget is properly utilized.
6. To conduct departmental meeting from time to time.
7. To liaise with the outsourced service providers.
8. To monitor the achievement of departmental Quality Objectives.

Maintenance Supervisor:

1. To receive the complaint from various departments.
2. To allot the work to the Section in-charges.
3. To supervise the carpentry, plumbing, welding and meson maintenance work within the University and Medical Hospital premises.
4. To follow-up the complaints and ensure resolution of the complaint.
5. To maintain the Muster Roll for the Regular and Contract Employees
6. To maintain complaint register and completion reports.
7. To liaise with the central store I/C and update the various sections material / equipment record.
8. To cross check the record of material receipt and issue.
9. Raise the material requirement for approval of the C.A.O. and forward it to the Purchase dept.
10. To ensure control over outsourced service providers and timely updation of work contracts / AMCs.

Section I/C:

1. To allot the work to the team members.
2. To follow-up the complaints and ensure resolution of the complaint.
3. To maintain record of completion reports.
4. To collect the required material from central stores and maintain the record of material receipt and issue.
5. Anticipate the material requirement and project the same to the Maintenance supervisor.

Plumber, Carpenters, Welders & Mesons:

1. To receive the complaint from section I/C
2. To take the relevant tools and attend the complaint.
3. In case of any difficulty, take advice from the section I/C.
4. After completion of the task, take completion report from the complainant.
5. Make a record of the material utilized for the maintenance work.
6. Get maintenance records verified from the section I/C.

Unskilled Contract Employees:

1. To report to the duty on time.
2. To work as per the instructions of the section I/C and the concerned tradesman.

MNT / G	MONITORING OF QUALITY OBJECTIVES	
Rev. 00 Dtd. 01.01.2018	Ref. Clause: 6.2	Page : 01 / 01

S.N	Objectives	Indicator	Methodology of Calculation	Frequency of data collection	Responsibility of maintaining data
01	To resolve the maintenance complaints received from Various Depts. with the aim of improving the durability of the equipment and infrastructure.	%	Percentage of no. of complaints resolved to the total no. of complaints received per month.	Monthly	Maintenance Supervisor

Sr. No.	Process	Process Owner	Document / Record
01	Decide the targets for the Objectives.	C.A.O. & Maintenance Supervisor	--
02	Collect the data; compare it against the set target.	Maintenance Supervisor	Quality Objective Status
03	In case of non-achievement, analyze the failure and initiate necessary corrective actions.	Maintenance Supervisor	Corrective Action.
04	Present the data and actions initiated (if any) related to Quality Objectives in the Management Review Meeting.	Chief Administrative Officer	Minutes of MRM

MNT/PR/01	Maintenance of Infrastructure		
Rev.: 00 Date: 01.01.2018	Clause: 7.1.3		Page: 01 / 01

PROCESS INPUTS	Maintenance problem intimation from various departments, maintenance tools and equipment, spares
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NO	SEQUENCE OF PROCESS	OWNER	Reference Doc / Record
01	Receive the maintenance problem intimation from user department.	Maintenance Supervisor	Complaint Slip
02	Review the nature of the problem and allocate the work to the concerned section I/C / tradesman.	Maintenance Supervisor	Complaint Slip
	Record the details of the complaint received.	Maintenance Supervisor / Section I/C	Plumbing / Carpentry / Mason / Welding Complaint Registers
03	Visit the location, understand the nature of fault and decide on rectification to be carried out.	Section I/C	--
04	Get the required spares issued from stores, maintain record of issue.	Section I/C	Stock Record
05	Rectify the fault; take trials to ensure the validity of repair work.	Concerned Tradesman	--
06	Obtain satisfactorily work completion remark from complaint raiser.	Concerned Tradesman	Complaint Slip
07	In case rectification is not possible internally, give feedback to the Section I/C.	Concerned Tradesman	--
08	Understand the nature of problem, identify the potential service provider and inform to the central purchase department for finalization of the supplier of maintenance services.	C.A.O. / Maintenance Supervisor	--
09	After completion of work by supplier, check the quality of work also ensue resolution of the complaint.	Section I/C / Concerned Tradesman	--
10	Take satisfactorily work completion remark from complaint raiser on complaint Slip.	--“--	Complaint Slip
11	Update the maintenance completion report along with the material utilized.	Maintenance Supervisor / Section I/C	Plumbing / Carpentry / Mason / Welding Complaint Registers
12	Analyze the success / failure of the maintenance process and take appropriate actions.	C.A.O.	Corrective Action

PROCESS OUTPUTS	Satisfactorily rectified fault and health of tools and equipment of the department
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MNT/PR/02	Departmental Stores Management	
Rev.: 00 Date: 01.01.2018	Clause: 8.5.4	Page: 01 / 01

PROCESS INPUTS	Material Received from central stores, Material consumed during maintenance
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NO	SEQUENCE OF PROCESS	OWNER	Reference Doc / Record
01	Take the required spares from central stores as required for maintenance. Make necessary entries of receipt in section stock register.	Section I/C	Material Stock Register
02	Store the material at designated location in sectional store.	Section I/C	--
03	Take necessary precautions during storage so as to avoid damages and deterioration.	Section I/C	--
04	Maintain record of the material utilized during the maintenance activity.	Section I/C	Material Stock Register
05	Monitor the stock receipt and consumption. Timely inform to the C.A.O. / Maintenance Supervisor for procurement / requirement of material.	Section I/C	--

PROCESS OUTPUTS	Well preserved material available for maintenance.
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MNT/PR/03	Control of Outsourced Processes	
Rev.: 00 Date: 01.01.2018	Clause: 8.4.2	Page: 01 / 01

PROCESS INPUTS	Organization's ability
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NO	SEQUENCE OF PROCESS	OWNER	Reference Doc / Record
01	Identify the need for outsourcing of maintenance activity to service provider. Presently, following are the services outsourced to various agencies: 1. AMC of Air conditioners 2. AMC of Water coolers 3. AMC of Lifts	C.A.O./ Maintenance Supervisor	--
02	Take approval from the Management and inform the Central Purchase department for identification and finalization of the service provider.	--"--	Requirement Proposal for appointment of service provider
03	Identify potential service provider, obtain quotation from identified service provider.	Central Purchase	--
04	Receive quotation, prepare comparative statement, select suitable service provider and make an agreement with the selected service provider.	Central Purchase	Comparative Statement, Agreement
05	Call the service provider in case of any problem and get the problem rectified. Maintain the record of the maintenance.	Maintenance Supervisor / Section I/C	Maintenance Record

PROCESS OUTPUTS	Healthy equipment available for use.
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