



Generic Manual on ISO 9001:2015-Aligned Quality Management System (QMS) on

Infrastructure Management Process for the Public Sector

Generic Manual on ISO 9001:2015-Aligned Quality Management System (QMS) on Infrastructure Management Process for the Public Sector
Copyright @ 2024 by the Development Academy of the Philippines (DAP)
All rights reserved

The information provided in this document is from the writers.
It does not necessarily state or reflect the views of the DAP and its collaborators.
This publication, once printed, is considered uncontrolled and may be used only for reference.
Note that substantive comments may be considered in the succeeding revisions of the manuals that may be released later.

The latest version of this document is available online.
No part of this publication may be sold.

Published by

Development Academy of the Philippines
through the Productivity and Development Center
Government Quality Management Program

DAP Building, San Miguel Avenue, Ortigas Center, Pasig City
(02) 8631 0921 | (02) 8631 2137
www.dap.edu.ph
gqmpo@dap.edu.ph





PREFACE

**The need to develop and
implement a Generic Manual on
ISO 9001 Quality Management
System (QMS)-Aligned
Infrastructure Management
Process in the Public Sector**

The Development Academy of the Philippines (DAP) through the Government Quality Management Program has produced a number of documents that aim to guide government agencies in establishing, documenting, implementing, evaluating, and continually improving their ISO-aligned Quality Management System (QMS).

The development of generic manuals underscores the DAP-GQMP's endeavor in providing agencies with reference documents that they can use as templates to prepare for their ISO 9001 certification. These manuals ensure that relevant and documented quality procedures are available, utilized, and adhered to in all processes and activities that are relevant to the agencies' QMS.

This Generic Manual on ISO-Aligned Infrastructure Management intends to guide government agencies in ensuring that their infrastructure management process is aligned with the requirements of the ISO 9001:2015 standard. Specifically, this document seeks to help agencies develop QMS-documented information for facilities management; ensure that processes and controls are defined and established to ensure effective and efficient delivery of services; and standardize best practices as a common support process based on the policy issuances from relevant regulatory government agencies such as the Department of Budget and Management, Department of Information and Communications Technology, and Commission on Audit, among others.

This Manual also aims to address the common difficulties experienced by agencies in addressing the specific requirements of ISO 9001 Clause 7.1.3 on Infrastructure, which requires organizations "to determine, provide, and maintain the infrastructure necessary for the operation of its processes and to achieve conformity of products and services." This infrastructure includes buildings and associated utilities; equipment, hardware and software; transportation resources; and information and communication technology.

Agencies with documentation on facilities management process (e.g., Manual of Operations, Maintenance, and Repair Manuals) may use this Manual to improve their existing documentation, while those without any documentation may use this material to establish guidelines and records of the responsibilities, controls, and implementation of their processes.

The purpose of this Manual

The Generic Manual on ISO 9001:2015 QMS-Aligned Infrastructure Management Process in the Public Sector serves as a comprehensive guide to standardize and optimize facilities management practices across government entities. It aims to bring consistency, efficiency, and customer-centricity to the management of public assets and services through alignment with the ISO 9001:2015 standard and other applicable standards/guidelines.

Through a common set of guidelines, procedures, and processes, government agencies can uniformly align their practices. This uniformity can result in reduced variations in service quality and fosters a cohesive approach to the management of public assets, leading to greater accountability and transparency in government agencies.

The manual also emphasizes the importance of efficiency and effectiveness in facilities management. ISO 9001:2015 promotes systematic processes and risk-based thinking, which leads to optimized resource utilization and reduction of wastes. By implementing these approaches/practices, public sector organizations can enhance their productivity, improve their service delivery, and achieve cost-saving measures.

Apart from the abovementioned, the Manual deals with customer satisfaction and risk management. The former ensures that the requirements and needs of customers are properly addressed, while the latter guarantees that organizational risks are identified and mitigated to minimize disruptions, prevent accidents, and promote public safety and well-being.

Likewise, the Manual promotes a culture of continuous improvement in government organizations. Regular monitoring and measurement of key performance indicators enable institutions to identify areas of enhancement and implementation of corrective actions. Similarly, the adoption of an iterative approach leads to an organization's proactive response to the shifting needs and expectations of its stakeholders, thereby facilitating constant improvement in its overall processes and service delivery.

Using/customizing this QMS Manual

1. The layout can easily be adopted by simply indicating the Agency name, logo and the signatories.

Agency Logo	Name of Agency	Revision No.	0
	Quality Management System Manual	Effective Date	MM/DD/YY
	Section 3. Terms and Definition	Page No.	1 of 5

Specify the latest Revision No., which refers to the number of times that the document has been updated, and the effective date, which serves as the reckoning date of the agency's QMS implementation.

- 2.. The contents of each section can be copied, taking note of the following customizations:

- Change "Agency" into the actual name of the organization or its acronym, also incorporating logo;
- Change or remove practices, documents, records, controls and other content/s that are not applicable to the agency;
- Change the names of offices, departments or units in *blue italics font*; and/or,
- Remove other section/s or content/s that may not be applicable to the agency.

The Manual is sectional, which means that each section starts from page 1. This arrangement ensures the easy revision of a particular section and avoids the need to modify the entire document when doing so.

3. The sample forms, templates, and contents found in the annexes can be used as a guide in the preparation of ISO-aligned documents.
4. Be aware of the notes or special instructions inside the boxes. They provide guidance when the Manual is being customized based on the agency's unique context. They can be deleted or excluded once the content of the entire document is finalized.
5. Seek approval from the Agency's relevant authorities or key officers once the Manual has been customized or revised, accordingly.
6. Maintain a copy of reference documents, such as issuances from oversight agencies, internal policies or guidelines, standard operating procedures (SOPs), and work instructions, to customize the Manual based on unique organizational context.

Overview of Sections of the Sections of the Generic Manual

Each section of the Generic Manual has a specific purpose. Overall, this document makes sure that public institutions have a comprehensive guide that will allow them to align their processes with ISO 9001:2015.

This Manual is intended for the agencies' management, key officers, employees, external auditors, and other relevant and interested parties.

Section 1: Introduction

Provides a clear description of the Manual's importance in the organization.

Section 2: Scope

Defines the boundaries and applicability of the Manual to the organization. It also provides a detailed description of the processes covered and the office/s involved in performing the said processes.

Section 3: Responsibilities

Specifies the roles and responsibilities of the authorities, offices and units involved in facilities management. The agency's job description for pertinent staff can be used as a reference for this section.

Section 4: Outcomes and Objectives

Defines the expected outcomes and objectives of the process and includes suggested performance targets or indicators set by the institution.

Section 5: Definition of Terms

Contains the alphabetical list of terminologies used in the Manual. It explains how these terms are defined and utilized by the organization.

Section 6: List of Acronyms

Lists the acronyms used in the Manual. It aims to guide the users to better understand the usage of the terms in the context of facilities management.

Section 7: Procedure

Contains a rundown of the whole facilities management, including its key activities and expected outputs.

Section 8: Guidelines

Contains detailed descriptions of key activities, necessary inputs, responsible parties, and prescribed controls needed to ensure quality products and services. It also specifies a set of guidelines needed by the process owners in performing their assigned tasks.

Overview of Sections of the Sections of the Generic Manual

Section 9: References

Include reference documents, such as policies, rules, and regulations that can be used as guidelines in implementing facilities management processes.

Section 10: Review, Approval, and Amendment

Details the frequency of review, approval, and amendment of the Manual in accordance with the established control of the documented information process.

Section 11: Annexes

Contains a list of forms and templates used in facilities management. It also provides a brief explanation of the purpose of the mentioned documents.



[NAME AND LOGO OF AGENCY]

Infrastructure Management Process Manual
ISO 9001: 2015-Aligned Quality Management System

[DD/MM/YYYY]
Version No. ____



Table Of **Contents**

SECTION 1: INTRODUCTION 13
SECTION 2: SCOPE 14
SECTION 3: RESPONSIBILITIES 15
3.1 Structure	
3.2 Responsibilities	
SECTION 4: OUTCOMES AND OBJECTIVES 17
4.1 Outcomes	
4.2 Objectives	
SECTION 5: DEFINITION OF TERMS 19
SECTION 6: LIST OF ACRONYMS 23
SECTION 7: PROCEDURE 24
7.1 Physical Facilities Management	
7.1.1 Building/Facility Inspection and Preventive Maintenance	
7.1.2 Building Maintenance Issue or Building Emergencies	
7.1.3 Corrective Maintenance Technical Assistance for Minor Job Request Procedure	
7.1.4 Corrective Maintenance Technical Assistance for Repair, Replacement and/or Renovation (Materials and Labor Inclusive)	
7.1.5 Technical Assistance for Engineering and Architectural Job Request	
7.1.6 Technical Assistance for In-House Fabrication and Office Arrangement	
7.1.7 Management of Supplies And Materials Needed For Infrastructure Maintenance, Equipment And Fixed Assets, Vehicles, Etc.	
7.2 Equipment Maintenance	
7.2.1 Preventive Maintenance	
7.2.2 Corrective Maintenance	
7.3 Housekeeping and Grounds Maintenance	

7.4 Management of Vehicles

7.4.1 Motor Vehicle Pooling procedure

7.4.2 Vehicle Preventive Maintenance

7.4.3 Corrective Maintenance/Emergency Repairs

7.5 Management Information and Communication and Technology Infrastructure

7.5.1 Preventive Maintenance Planning

7.5.2 Inspection/Maintenance Schedule

7.5.3 Reactive Maintenance

7.6 Disposal of Unserviceable Properties

7.7 Outsourcing for Major Services

7.7.1 Implementation of Infrastructure Projects Through Partner Agencies

7.7.2 Implementation of Other Works

SECTION 8: GUIDELINES

..... 46

8.1 Physical Facilities Management

8.1.1 Inspection and Preventive Maintenance of Building/Facility

8.1.2 Maintenance of or Emergency Response to Building Issues

8.1.3 Corrective Maintenance and Technical Assistance for Minor Job Requests

8.1.4 Corrective Maintenance and Technical Assistance for Repair, Replacement, and/or Renovation Processes

8.1.5 Technical Assistance for Engineering and Architectural Job Requests

8.1.6 Technical Assistance for In-House Fabrication and Office Arrangement

8.1.7 Management of Supplies And Materials Needed For Infrastructure Maintenance, Equipment And Fixed Assets, Vehicles, etc.

8.2 Equipment Maintenance

8.2.1 Preventive Maintenance of Equipment

8.2.1 Corrective Maintenance of Equipment

8.3 Housekeeping and Grounds Maintenance

8.4 Management of Vehicles

8.4.1 Requests for Motor Vehicles

8.4.2 Preventive Maintenance of Vehicles

8.4.3 Corrective Maintenance and Emergency Repairs of Equipment

8.5 Management Information and Communication and Technology Infrastructure

8.5.1 Preventive Maintenance Planning

8.5.2 Inspection and Scheduling of Maintenance Tasks

8.5.3 Reactive Maintenance

8.6 Disposal of Unserviceable Properties

8.7 Outsourcing for Major Services

8.7.1 Implementation of Infrastructure Projects through Partner Agencies

8.7.2 Implementation of Other Works

SECTION 9: REFERENCES 95

SECTION 10: REVIEW, APPROVAL AND AMENDMENT 96

SECTION 11: ANNEXES 97

Annex A: Property Transfer Report

Annex B: Inventory of Properties/Report on the Physical Count of Inventories

Annex C: Inventory and Inspection Report of Unserviceable Property

Annex D: ICT Equipment Maintenance Card

Annex E: Computer Service Request Form

Annex F: Customer Feedback Form

Annex G: Annual Procurement Plan

Annex H: IT Equipment Maintenance Schedule

Annex I: Maintenance Checklist/Schedule

Annex J: Maintenance Order Form

Annex K: Requisition and Issue Slip (RIS) and Purchase Request (PR)

Annex L: Technical Assistance Request Form

Annex M: Pre-Repair Inspection/Inspection Report

Agency Logo	Name of Agency	Revision No.	0
	Infrastructure Management Process Manual	Effective Date	MM/DD/YY
	Section 1. Introduction	Page No.	1 of 3

1.0. INTRODUCTION

This Infrastructure Management Manual is a crucial part of an agency's QMS documentation because it strengthens the implementation of its facilities management process. It also establishes the compliance of necessary materials, such as infrastructure, utilities, equipment, transportation, and information and communication and technology (ICT) resources, with all applicable regulatory codes and standards to reinforce the provision of quality services and products.

It also provides guidance to an Agency's Support Office/s in determining, providing, and maintaining quality facilities in the delivery of its services in accordance with applicable requirements and standards. Likewise, this document identifies the necessary re-engineering or fit-outs for change management to provide conducive spaces for employees and stakeholders, and in ensuring adequate and serviceable equipment in the delivery of services.

Agency Logo	Name of Agency	Revision No.	0
	Infrastructure Management Process Manual	Effective Date	MM/DD/YY
	Section 2. Scope	Page No.	1 of 3

2.0. SCOPE

This Manual covers the determination of resource needs, provision, maintenance, and repair of common facilities, and management of the work environment to guarantee that the social, psychological, and physical well-being of employees and clients are properly established. It is applicable to the General Administrative Services/Support Department/Division (GASD) and office or unit of an institution where requests for processing originate.

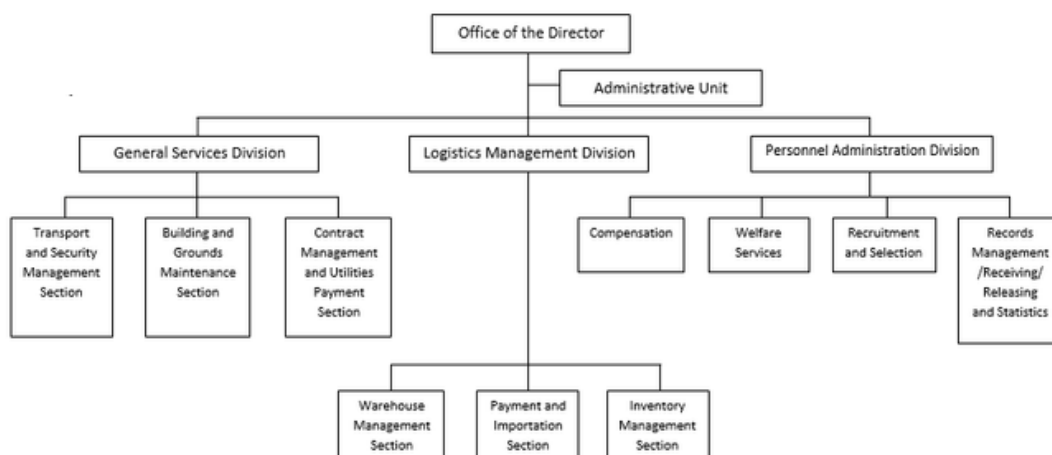
The infrastructure discussed in this Generic Manual shall include the following:

- a. Building and associated utilities
- b. Equipment, including hardware and software
- c. Transportation resources
- d. Information and Communications Technology

This Manual includes the responsibilities of concerned individuals and departments/units that have significant roles in infrastructure management, provide inputs or process requirements, enumerate step-by-step processes or activities, establish necessary requirements to be accomplished, and describe actions or controls to address risks and opportunities.

Agency Logo	Name of Agency	Revision No.	0
	Infrastructure Management Process Manual	Effective Date	MM/DD/YY
	Section 3. Responsibilities	Page No.	1 of 3

3.1. STRUCTURE



Sample structure/Source: Department of Health - Administrative Service

3.2. RESPONSIBILITIES

The GASD is primarily responsible for providing, maintaining, and managing logistical requirements to support the operations of an Agency in performing its mandate. It is also responsible for providing services related to the management of property, information and communications technology, facilities, and grounds.

The GASD is composed of the following units with their corresponding functions:

- a. Administrative Support Unit (ASU).
 - Tracks all documents of the GASD.
 - Provides support pertaining to records and procurement or management of property and supply facilitates the disposition of documents in compliance with existing laws or provisions.
 - Supervises the receiving, issuance, monitoring, and inventory of supplies, property, and assets.

- b. General Services Unit (GSU)
 - Develops and monitors policies, programs, systems, and procedures for the repair and maintenance of buildings and facilities.
 - Leads the implementation of technical assistance requests concerning facilities.
 - Facilitates general construction, repair, and maintenance of facilities such as masonry, carpentry, plumbing, painting, and steel or welding works.
- c. Transportation Support Unit (TSU)
 - Develops and monitors policies, programs, systems, and procedures for the maintenance of transportation services.
 - Supervises the implementation of contracted services to ensure proper condition of the vehicles.
- d. Information Technology Support Unit (ITSU)
 - Develops and monitors policies, programs, systems, and procedures for the maintenance of information technology services.

The GASD also coordinates with the following offices or institutions relative to the performance of its functions.

- a. Finance Division
- b. Property Disposal and Awards Committee
- c. Internal Audit
- d. Commission on Audit
- e. Legal Service
- f. Other divisions or offices serving as End Users of GASD-provided services

Agency Logo	Name of LGU	Revision No.	0
	Infrastructure Management Process Manual	Effective Date	MM/DD/YY
	Section 4. Outcomes and Objectives	Page No.	1 of 3

4.1. OUTCOMES

The facilities management process ensures that physical resources, such as buildings, properties, or infrastructure, are effectively and efficiently managed to support the core business or activities of an organization. Facilities management encompasses a wide range of tasks and responsibilities aimed at providing a safe, comfortable, and productive environment for occupants, employees, and visitors.

4.2. OBJECTIVES

The end goal of a facilities management process is to ensure the proper management of resources to facilitate the core operations or endeavors of an organization. Although these objectives may vary based on an organization's goals and the nature of its facility, some common purposes include:

- a. Manage facilities in a way that optimizes cost-effectiveness in resource utilization, reduction of operational costs, and maximization of the return on investment.
- b. Implement proper security, emergency, and risk management procedures to guarantee the safety and security of occupants, assets, data, and other resources of an organization.
- c. Conduct maintenance and repairs regularly to prevent breakdowns and ensure the longevity and reliability of equipment and systems.
- d. Implement energy-efficient practices and technologies to reduce energy consumption and save expenses.
- e. Ensure that the facility complies with relevant laws, codes, and regulations related to safety, accessibility, and environmental standards.
- f. Manage physical space to accommodate future organizational needs and demands.

- g. Provide amenities and services to enable occupants, visitors, and employees to effectively perform their jobs, foster a positive work experience, and contribute to overall job satisfaction and well-being.
- h. Implement sustainable practices and initiatives to minimize ecological footprint and contribute to environmental conservation.
- i. Manage physical assets to extend their lifespan, improve their performance, and ensure their timely replacement or upgrades.
- j. Develop plans and strategies to ensure the continuous operation of facilities during emergencies or unexpected disruptions.
- k.. Establish relationships with external providers to ensure the quality and timely delivery of services.
- l. Adopt new technologies and innovations to streamline processes, improve efficiency, and enhance facility management capabilities.

Agency Logo	Name of Agency	Revision No.	0
	Infrastructure Management Process Manual	Effective Date	MM/DD/YY
	Section 5. Definition of Terms	Page No.	1 of 3

1. **Annual Procurement Plan** - refers to a document that describes the procurement of goods, services, and infrastructure that an agency plans to undertake within the calendar year.
2. **Asset** - something that has significant value to an organization, such as different types of machinery, buildings, and vehicles.
3. **Building** - a constructed structure with a roof and walls that are permanently or temporarily built-in physical premises.
4. **Beyond Economical Repair** - a situation where the cost of repair and maintenance of an asset becomes prohibitive and disadvantageous to an institution. Factors such as maintenance expenses, downtime or frequency of breakdown, replacement cost of spare parts, and alternative modes (e.g., rental of equipment or outright replacement) are considered in this situation.
5. **Capital Outlay or Capital Expenditure** - refers to an expenditure category or expense class for goods and services. Its benefits extend beyond an agency's fiscal year and add to the assets of the Government, including investments in the capital stock of government-owned and controlled corporations (GOCCs) and their subsidiaries.
6. **Construction** - the process of building a new infrastructure or facility such as road, bridge, flood control or building.
7. **Corrective Maintenance** - refers to an activity that corrects a current or anticipated failure of assets or resources. This may consist of repair, restoration, and replacement of components.
8. **Disposal of Properties** - signifies the end of life of properties or assets. The disposal process should be based on the most advantageous manner to the government.
9. **End-user** - any officer, employee, or worker who intends to use a property or receive services. This may also refer to any person who is permitted to have temporary custodianship of a property.

10. **Equipment** - a property other than land, structures and fixed facilities that has a useful life greater than one year. It is valued at PHP 15,000 or more and does not undergo any material or substantial change, or alteration in size or form. Hardware and software are also included in this category.
11. **Facility** - refers to any managed, operated, and maintained permanent, semi-permanent, or temporary assets. Commercial or industrial property and large pieces of equipment built or acquired to make an operation, action, or activity easier also belong to this category.
12. **Goods** - items, supplies, materials, and general support services, except consulting services and infrastructure projects, which are needed in the transaction of public businesses or in the pursuit of any government undertaking, project, or activity.

Equipment, furniture, stationery, materials for construction, or personal property of any kind, including non-personal or contractual services (e.g., repair and maintenance of equipment and furniture, trucking, hauling, janitorial, security, and related or analogous services), and materials and supplies provided by the procuring entity for the mentioned services, are also under this classification.

13. **Improvement** - indicates the betterment of existing infrastructure through upgrading, widening, or strengthening (e.g., retrofitting) in order to increase its original design capacity or performance.
14. **Information and Communications Technology (ICT)** - an extensional term for information technology (IT) that stresses the role of unified communications and the integration of telecommunications (e.g., telephone lines and wireless signals) and computers. It also comprises necessary enterprise software, middleware, storage, and audiovisual systems that enable users to access, store, transmit, and manipulate information.
15. **Infrastructure** - includes buildings, workspaces, associated utilities, hardware and software process equipment, and supporting services such as transportation or communication resources.
16. **Infrastructure projects** - involve the construction, improvement, rehabilitation, demolition, repair, restoration or maintenance of roads and bridges, railways, airports, seaports, communication facilities, civil works components of information technology projects, irrigation, flood control and drainage, water supply, sanitation, sewerage and solid waste management systems, shore protection, energy/power and electrification facilities, national buildings, school buildings, hospital buildings and other related construction projects of the government (procurement law).

17. **Inventories** - refer to supplies, goods, and materials that will be consumed, distributed, or utilized in the rendering of services.
18. **Maintenance and Other Operating Expenses (MOOE)** - a type of expenditure category or expense class that is used for supplies and materials, transportation and travel, utilities (e.g., water and power), and repairs of assets and resources.
19. **Medium-Term Information and Communication Technology and Harmonization Initiative (MITHI)** - a process that is jointly undertaken by the DBM, DOST, and National Economic and Development Authority to plan, budget, implement, monitor, and evaluate government-wide ICT programs and projects. It is designed to synchronize ICT projects across Philippine government agencies, ensuring they align with the national development goals.
20. **Minor repairs** - include restoration of assets damaged by fire, flood, accidents or similar events; and routinary maintenance and expenditures such as repainting, cleaning, and replacement of minor parts, necessary to obtain the expected service potential of a capital asset during its estimated useful life.

The costs for these repairs shall be charged to MOOE.

21. **Object of Expenditures** - refers to a type of expenditure under an allotment class that is based on the type of goods or services.
22. **Obsolete Property** - comprises items that have lost their efficacy due to technological advancement, change of procedures, reorganization of office, or completion of project.
23. **Performance Indicator (PI)** - an instrument that measures the performance of an agency in delivering its programs or outputs. Specifically, it measures the quantity, quality, or timeliness of outputs and provides evidence that describes results such as economy, efficiency, and effectiveness.

The output indicators of a PI are mostly within the control of an agency and are strongly linked to budget, while outcome indicators gauge how well a program has achieved its stated objective.

24. **Philippine Government Electronic Procurement System (PhilGEPS)** - the single, centralized electronic portal that serves as the primary and definitive source of information on government procurement. All government agencies, suppliers, contractors, manufacturers, distributors and consultants are mandated to register and use the system in the conduct of procurement of goods, civil works, and consulting services. Through the use of the PhilGEPS, transparency in government procurement is enhanced since opportunities to trade and transact are provided online. The facility can be accessed via its website PhilGEPS.gov.ph
25. **Physical Inventory Taking** - an indispensable procedure for checking the integrity of property custodianship or the process of identifying properties that are usable and those that can be recommended for disposal.
26. **Preventive Maintenance** - a schedule of proactive or planned maintenance actions aimed at the prevention of breakdowns and failures. It includes tests, measurements, adjustments, and parts replacement that are performed to prevent faults from occurring.
27. **Property, Plant, and Equipment (PPE)** - tangible assets that meet the definition and recognition criteria which cost below fifty thousand pesos (PHP 50,000.00) and are accounted in the books of accounts of the agencies as semi-expendable property.
28. **Rehabilitation** - a type of work that restores the structural capacity and performance, and/or enhances the safety of infrastructure that has poor or bad condition.
29. **Software** - a collection of data or computer instructions that directs computers on how to perform a certain task or function.
30. **Unserviceable property** - a type of property that is beyond repair and has no more utilization potential.
31. **Work Environment** - an area where process-related activities are being carried out.

Agency Logo	Name of Agency	Revision No.	0
	Infrastructure Management Process Manual	Effective Date	MM/DD/YY
	Section 6. List of Acronyms	Page No.	1 of 3

ASU	Administrative Support Unit
CMMS	Computerized Maintenance Management Systems
GASD	General Administrative Services/Support Department/Division
GSU	General Services Unit
ICT	Information and Communication Technology
IT	Information technology
ITSU	Information Technology Support Unit
KPI	Key Performance Indicator
PI	Performance Indicator
PPE	Property, Plant, and Equipment
PR	Purchase Request
RIS	Requisition and Issue Slip
TA	Technical Assistance
TSU	Transportation Support Unit
WBS	Work Breakdown Structure

Agency Logo	Name of Agency	Revision No.	0
	Infrastructure Management Process Manual	Effective Date	MM/DD/YY
	Section 7. Procedure	Page No.	1 of 3

This section offers an overview of the entire facilities management, its main activities, and anticipated outputs. Specifically, it outlines the following steps: Physical Facilities Management, Equipment Maintenance, Housekeeping and Grounds Maintenance, Vehicle Management, Management of Information and Communication Technology Infrastructure, Disposal of Unserviceable Properties, and Outsourcing for Major Services.

7.1. PHYSICAL FACILITIES MANAGEMENT

7.1.1 Inspection and Preventive Maintenance of Building or Facility

Activities		Responsible unit/ Concerned Persons	Output
1	Schedule Inspections and Maintenance	Facilities Manager General	Planning and setting of the timeline for inspection and maintenance
2	Conduct Regular Inspections	Inspection Team	Routine inspections to identify facility issues
3	Prioritize Maintenance Needs	Facilities Manager	Determination of critical maintenance tasks based on inspection findings
4	Plan Preventive Maintenance	Maintenance Team	Schedule of regular preventive maintenance activities
5	Monitor and Evaluate Maintenance Performance	Facilities Manager	Assessment of the effectiveness of maintenance efforts

Activities		Responsible unit/ Concerned Persons	Output
6	Address Reactive Maintenance Issues	Maintenance Team	Prompt response to unexpected maintenance problems
7	Review and Revise Maintenance Schedule	Facilities Manager	Adjusted maintenance plan based on changing needs
8	Maintain Compliance with Regulations	Compliance Team	Compliance of facility operations with regulations and codes
9	Analyze Maintenance Costs and Budget	Finance Team	Evaluated maintenance expenses and adjusted budget
10	Improve Maintenance Processes and Efficiency	Facilities Manager	Implemented enhancements to streamline maintenance procedures
11	Perform Periodic Facility Assessments	Inspection Team	Comprehensive assessments of the entire facility
12	Develop Long-Term Maintenance Strategy	Facilities Manager	Strategic plan for ongoing facility maintenance.
13	Report on Maintenance Achievements and Savings	Facilities Manager	Summary of successful maintenance and cost-saving activities
14	Maintain Facility Documentation and Records	Documentation Team	Updated records and documentation of maintenance activities

7.1.2. Maintenance and Emergency Issues of Building or Facility

Activities		Responsible unit/ Concerned Persons	Output
1	Create and Assess Requests	End User/Requesting Office, GSU Staff	Submitted and evaluated maintenance or emergency request
2	Plan, Schedule, and Procure Materials	GSU Staff	Maintenance plan, response schedule, and acquisition of necessary materials acquired
3	Coordinate with Contractors (if needed)	GSU Staff	Collaboration with external contractors, if required
4	Implement Work and Monitor Progress	GSU Staff	Completion of maintenance or emergency response and monitoring of work progress
5	Complete Work and End User Review	GSU Staff, End User/Requesting Office	Finished and verified maintenance or emergency resolution
6	Document and Address Post-Work Issues	GSU Staff	Maintenance and updating of records and resolved post-work issues
7	Provide Feedback and Close Request	End User/Requesting Office	Feedback on maintenance or emergency process

7.1.3. Corrective Maintenance and Technical Assistance include:

- a. Minor job requests,
- b. Repair, replacement, and/or renovation of materials and labor,
- c. Engineering and architectural job requests, and
- d. In-house fabrication and office arrangement requests.

Activities		Responsible unit/ Concerned Persons	Output
1	Create and Assess Requests	End User/Technical Support Staff	Job request submitted and assessed
2	Plan and Schedule Assistance, and Assign Personnel	Technical Support Staff	Assistance plan, schedule, and list of assigned personnel
3	Provide Initial Technical Assistance and Address Issues (if needed)	Technical Support Staff	Technical assistance provided for the task
4	Procure Materials and Equipment (if needed)	Technical Support Staff	Procured materials and equipment
5	Coordinate with Contractors (if needed)	Technical Support Staff	Collaboration with contractors, if required
6	Monitor Progress and Quality	End User/Technical Support Staff	Monitoring of progress and job quality
7	Complete Technical Assistance and Address Issues	End User/Technical Support Staff	Completed and verified technical assistance
8	Document the Addressed Issues	Technical Support Staff	Updated documentation and resolution of issues
9	Provide Feedback and Close Request	End User/Technical Support Staff	Feedback on the technical assistance

7.1.4. Management of Supplies And Materials Needed For Infrastructure Maintenance, Equipment And Fixed Assets, Vehicles, etc.

Activities		Responsible unit/ Concerned Persons	Output
1	Create and Assess Requests	End User/Technical Support Staff	Request and assessment repair, replacement, or renovation requests
2	Plan, Budget, and Procure Needed Materials	Technical Support Staff	Budgeted and procured supplies and materials
3	Create an inventory and Records of Materials	Technical Support Staff	Inventory and records of supplies and materials
4	Distribute and Allocate Materials	Technical Support Staff	Distribution and allocation of supplies and materials
5	Monitor Usage of Materials and Request for Reorder, if needed	Technical Support Staff	Monitored usage of supplies and materials; placement of reorder request, if needed
6	Coordinate with Vendors and Suppliers	Technical Support Staff	Collaboration with vendors and suppliers for procurement
7	Conduct Maintenance of Equipment and Fixed Assets	Technical Support Staff	Regular maintenance of equipment and fixed assets
8	Create Documentation and Report on the Status of Materials	Technical Support Staff	Updated documentation and report on status of supplies and materials
9	Ensure Quality Control of Materials and Compliance with Regulations	End User	Ensured quality of supplies and compliance with regulations

Activities		Responsible unit/ Concerned Persons	Output
10	Conduct Review for improvement in supply management processes	Technical Support Staff	Regular review for improvement in supply management processes
11	Provide Feedback and Close Management Request	End User/Technical Support Staff	Feedback on the supply management process

7.2. EQUIPMENT MAINTENANCE

7.2.1. Preventive Maintenance

Activities		Responsible unit/ Concerned Persons	Output
1	Create Maintenance Schedule	Maintenance Team	Established preventive maintenance schedule
2	Inspect and Assess Equipment	Maintenance Team	Inspection and assessment of equipment
3	Procure Maintenance Materials	Procurement Team	Procured materials and parts
4	Prepare for Maintenance	Maintenance Team	Preparation of required tools and resources
5	Shutdown and Isolation of Equipment from Power Sources	Maintenance Team	Shutdown and Isolation of Equipment from Power Sources
6	Clean and Lubricate Equipment	Maintenance Team	Cleaned and lubricated equipment
7	Replacement and Repair of Equipment Parts	Maintenance Team	Replacement and repair of faulty parts

Activities		Responsible unit/ Concerned Persons	Output
8	Test and Calibrate Equipment	Maintenance Team	Tested and calibrated equipment
9	Conduct Functional Testing and Performance Check of Equipment	Maintenance Team	Functional Testing and Performance Check of Equipment
10	Conduct Equipment Start-up and Re-commissioning	Maintenance Team	Start-up and Re-commissioning of Equipment
11	Create Documentation and Records of Equipment	Maintenance Team	Updated maintenance records and logs
12	Create Performance Report and Analysis of Equipment	Maintenance Team	Performance Report and Analysis of Equipment
13	Provide Feedback and Recommendations	Maintenance Team	Feedback and recommendations on the maintenance process

7.2.2. Corrective Maintenance

Activities		Responsible unit/ Concerned Persons	Output
1	Identify and Report Equipment Issues	Users/Operators	Report on identified equipment issues
2	Evaluate and Prioritize Equipment Issues	Maintenance Team	Evaluation of equipment issues and prioritization of corrective actions
3	Procure Replacement Parts	Procurement Team/Maintenance Team	Procurement of replacement parts and materials
4	Shutdown and Isolation of Equipment from Power Sources	Maintenance Team	Shutdown and Isolation of Equipment from Power Sources
5	Fault Diagnosing, Troubleshooting, and Repair/Replacement Diagnose, Troubleshoot, Repair, and Replace Faults	Maintenance Team	Diagnosed, troubleshot, repaired, and replaced faults
6	Test, Calibrate, and Conduct Functional Check of Equipment	Maintenance Team	Tested, calibrated, and functionally checked equipment
7	Conduct Start-up and Re-commissioning of Equipment	Maintenance Team	Start-up and Re-commissioning of Equipment
8	Document and Create Record-Keeping and Performance Report	Maintenance Team	Updated records and performance report
9	Provide Feedback and Recommendations	Maintenance Team	Feedback and recommendations for improvement

7.3 Housekeeping and Grounds Maintenance

Activities		Responsible unit/ Concerned Persons	Output
1	Inspect and Identify Tasks	Housekeeping/ Grounds Maintenance Team	Inspection and identification of cleaning and maintenance tasks
2	Prioritize and Schedule Tasks	Housekeeping/ Grounds Maintenance Team	Prioritization and scheduling of tasks
3	Procure Cleaning Supplies and Equipment	Procurement Team/Maintenance Team	Procured supplies and equipment
4	Conduct Housekeeping and Cleaning Activities	Housekeeping Team	Housekeeping and cleaning of areas
5	Conduct Grounds Maintenance and Landscaping	Grounds Maintenance Team	Grounds maintenance and landscaping tasks
6	Manage Waste Disposal and Recycling of Materials	Housekeeping/Grounds Maintenance Team	Properly disposed waste and recycling process
7	Administer Equipment Maintenance and Repairs	Maintenance Team	Maintained and repaired cleaning equipment
8	Conduct Safety Inspection and Compliance	Housekeeping/ Grounds Maintenance Team	Safety inspection and compliance to regulations
9	Document and Update Records and Maintenance Logs	Housekeeping/ Grounds Maintenance Team	Updated and maintained records and logs

Activities		Responsible unit/ Concerned Persons	Output
10	Administer Performance Evaluation and Improvement	Housekeeping/ Grounds Maintenance Team	Performance evaluation and identified improvements
11	Provide Feedback and Recommendations	Housekeeping/ Grounds Maintenance Team	Feedback, and recommendations for enhancement

7.4. MANAGEMENT OF VEHICLES

7.4.1. Motor Vehicle Pooling Procedure

Activities		Responsible unit/ Concerned Persons	Output
1	Schedule and Coordinate Vehicle Requests	Users/Departments	Received, scheduled, and coordinated vehicle requests
2	Check Vehicle Availability	Motor Pool Administrator	Verified vehicle availability
3	Allocate and Assign Suitable Vehicle	Motor Pool Administrator	Allocated and assigned suitable vehicle for the request
4	Provide Trip Authorization and Documentation	Motor Pool Administrator	Provision of trip authorization and necessary documents
5	Conduct Vehicle Inspection and Maintenance	Motor Pool Staff	Inspection and maintenance of vehicle

Activities		Responsible unit/ Concerned Persons	Output
6	Supply Vehicle with Fuel and Reimburse Expenses	Users/Drivers	Fueled vehicles and reimbursed expenses
7	Go to and Return from the Trip Using the Vehicle	Users/Drivers	Successful trip execution; surrendered vehicle
8	Provide Incident Reporting and Resolution	Users/Drivers/Motor Pool Administrator	Incident report and resolved concerns
9	Conduct Performance Evaluation and Improvement	Motor Pool Administrator	Evaluated performance and identified improvements
10	Provide Feedback and Recommendations	Users/Drivers/Motor Pool Administrator	Feedback and recommendations for enhancement

7.4.2. Vehicle Preventive Maintenance

Activities		Responsible unit/ Concerned Persons	Output
1	Create Maintenance Schedule of Vehicle	Fleet Management Team	Scheduled preventive maintenance of vehicle
2	Inspect and Assess Vehicle	Fleet Management Team	Inspected and assessed vehicle
3	Procure Maintenance Materials	Procurement Team	Procured necessary materials and parts

Activities		Responsible unit/ Concerned Persons	Output
4	Plan and Schedule Vehicle Maintenance	Fleet Management Team	Planned and scheduled vehicle maintenance
5	Perform Vehicle Maintenance and Servicing	Service Technicians	Preventive maintenance on vehicles
6	Check and Replace Vehicle Fluids	Service Technicians	Fluid levels checked and replaced as needed
7	Conduct Tire Inspection and Rotation	Service Technicians	Inspected and rotated tires
8	Administer Filter Replacement and System Checks	Service Technicians	Replaced filters and checked vehicle systems
9	Manage Battery and Electrical Checks	Service Technicians	Inspected batteries and checked electrical components
10	Document and Update Records and Maintenance Logs	Fleet Management Team	Updated and maintained records and maintenance logs
11	Create Performance Report and Analysis	Fleet Management Team	Report on vehicle performance and analysis of findings
12	Provide Feedback and Recommendations	Drivers/Fleet Management Team	Feedback and recommendations for improvement

7.4.3. Corrective Maintenance/Emergency Repairs

Activities		Responsible unit/ Concerned Persons	Output
1	Identify and Report Issue	Users/Operators	Identified and reported equipment issues for corrective action
2	Evaluate and Prioritize Issues	Maintenance Team	Evaluated and prioritized issues based on urgency and severity
3	Procure Replacement Parts	Procurement Team/Maintenance Team	Procured replacements parts and materials
4	Shutdown and Isolate Equipment from Power Sources	Maintenance Team	Shutdown and isolation of equipment from power sources
5	Troubleshoot and Repair Equipment	Maintenance Team	Troubleshoot and repaired equipment
6	Conduct Equipment Testing and Verification	Maintenance Team	Tested and verified equipment
7	Restore Equipment Service	Maintenance Team	Restored operational status of equipment
8	Document and Update Records and Maintenance Logs	Maintenance Team	Documented and updated emergency repair records
9	Create Performance Report and Analysis	Maintenance Team	Report on emergency repair performance and analysis
10	Provide Feedback and Recommendations	Users/Maintenance Team	Feedback and recommendations for improvement

7.5. MANAGEMENT INFORMATION AND COMMUNICATION TECHNOLOGY INFRASTRUCTURE

7.5.1 Preventive Maintenance Planning

Activities		Responsible unit/ Concerned Persons	Output
1	Create Maintenance Schedule	IT Management Team	Establish preventive maintenance schedule for ICT infrastructure
2	Inspect and Assess ICT Infrastructure Components	IT Management Team	Inspection and assessment of ICT infrastructure components
3	Procure Maintenance Materials	Procurement Team/IT Management Team	Procured necessary materials and parts for preventive maintenance
4	Plan and Schedule Maintenance	IT Management Team	Maintenance tasks planned and scheduled for each ICT component
5	Conduct System Updates and Patches	IT Team	Regular system updates and patches to maintain security and performance
6	Administer Backup Procedures and Disaster Recovery Plans	IT Team	Maintained and tested backup procedures and disaster recovery plans
7	Maintain and Update Hardware and Software Components	IT Team	Maintained and updated hardware and software components

Activities		Responsible unit/ Concerned Persons	Output
8	Conduct Network and Connectivity Maintenance	IT Team	Maintenance of network equipment and connectivity
9	Document and Update Records and Logs	IT Management Team	Documented and updated records and logs
10	Create Performance Report and Analysis	IT Management Team	Report on ICT infrastructure performance and analysis of findings
11	Provide Feedback and Recommendations	IT Team/Management	Feedback and recommendations for improvement

7.5.2. Inspection/Maintenance Schedule

Activities		Responsible unit/ Concerned Persons	Output
1	Assess ICT Infrastructure	IT Management Team	Comprehensive assessment of ICT infrastructure components
2	Comprehensive assessment of ICT infrastructure components	IT Management Team	Identification of critical components requiring preventive maintenance

Activities		Responsible unit/ Concerned Persons	Output
3	Plan and Schedule Maintenance	IT Management Team	Planned and scheduled maintenance tasks
4	Conduct Hardware and Software Maintenance	IT Team	Hardware and software maintenance
5	Check and Maintain Network Equipment and Connectivity	IT Team	Check and maintain network equipment and connectivity
6	Run System Updates and Patches	IT Team	Regular system updates and patches for security
7	Maintain Backup and Disaster Recovery	IT Team	Maintain backup procedures and disaster recovery plans
8	Document and Update Records and Maintenance Logs	IT Management Team	Documented and updated records and logs
9	Create Performance Report and Analysis	IT Management Team	Report on ICT infrastructure performance and analysis
10	Provide Feedback and Recommendations	IT Team/Management	Feedback and recommendations

7.5.3. Reactive Maintenance

Activities		Responsible unit/ Concerned Persons	Output
1	Identify and Report Issues	Users/Operators	Report on and identification of ICT infrastructure issues
2	Evaluate and Prioritize Issues	IT Management Team	Evaluated and prioritized issues for reactive maintenance
3	Procure Replacement Parts	Procurement Team/IT Management Team	Replacement parts and materials for repairs
4	Shutdown and Isolated Equipment	IT Team	Shutdown and isolated affected equipment
5	Conduct Troubleshooting and Repair	IT Team	Troubleshooting and reactive repairs of equipment
6	Test and Verify Equipment Functionality	IT Team	Testing and Verification of Equipment Functionality
7	Restore Operational Status of ICT Infrastructure	IT Team	Restoration of ICT infrastructure's operational status
8	Document and Update Records and Maintenance Logs	IT Management Team	Documented and updated records and logs
9	Create Performance Report and Analysis	IT Management Team	Report on reactive maintenance performance and analysis
10	Provide Feedback and Recommendations	Users/IT Team/Management	Feedback and recommendations

7.6. DISPOSAL OF UNSERVICEABLE PROPERTIES

Activities		Responsible unit/ Concerned Persons	Output
1	Identify Unserviceable Properties	Asset Management Team	Identified properties for disposal
2	Evaluate and Authorize Disposal of Properties	Review Committee/ Management	Evaluation and authorization of properties for disposal based on policy criteria
3	Document and Update Inventory of Unserviceable Properties	Asset Management Team	Proper documentation and updated inventory of unserviceable properties
4	Select Disposal Method of Properties	Asset Management Team	Selection of appropriate disposal method (e.g., auction, recycling, donation) of properties
5	Procure Disposal Services	Procurement Team	Procurement of required services/vendors for the disposal process
6	Adhere to Legal and Environmental Compliance	Legal Team/Environmental Team	Compliance with legal and environmental regulations
7	Administer Physical Disposal and Handover of Properties	Asset Management Team/Service Providers	Physical disposal and handover of unserviceable properties
8	Document Disposal Process	Asset Management Team	Complete documentation of the disposal process

Activities		Responsible unit/ Concerned Persons	Output
9	Create Financial Accounting and Reporting of the Disposal Process	Finance Team	Financial accounting and reporting for the disposal proceeds
10	Provide Feedback and Recommendations	Provide Feedback and Recommendations	Feedback and recommendations

7.7. OUTSOURCING FOR MAJOR SERVICES

7.7.1. Implementation of Infrastructure Projects through Partner Agencies

Activities		Responsible unit/ Concerned Persons	Output
1	Develop Project Scope	Project Management Team	Plan the scope of the infrastructure project
2	Select and Evaluate Vendor	Project Management Team/Procurement Team	Selection and evaluation of partner agencies for outsourcing
3	Finalize Contract Negotiation and Agreement	Project Management Team/Legal Team	Negotiation and finalization of contract with partner agencies
4	Kick-off the Project and Allocate Resources	Project Management Team	Project Kick-off and Resource Allocation
5	Monitor and Report Project Progress	Project Management Team	Continuous monitoring and reporting of project progress and performance

Activities		Responsible unit/ Concerned Persons	Output
6	Escalate and Resolve Issues	Project Management Team/Partner Agencies	Escalation and resolution of project-related issues
7	Ensure Quality Control and Assurance	Ensure Quality Control and Assurance	Adherence to quality standards and assurance of project deliverables
8	Administer Timely Payment to Partners and Ensure Proper Vendor Management	Finance Team/Project Management Team	Timely payment to partner agencies and effective vendor management
9	Communicate and Engage with Stakeholders	Communicate and Engage with Stakeholders	Regular communication with stakeholders regarding project updates
10	Ensure Project Completion and Handover to Stakeholders	Ensure Project Completion and Handover to Stakeholders	Successful project completion and handover to stakeholders
11	Provide Performance Evaluation and Feedback	Project Management Team/Stakeholders	Evaluation of partner agencies' performance and feedback for improvement
12	Document Learned Lessons	Project Management Team	Documentation of project details and learned lessons

7.7.2. Implementation of Other Works

Activities		Responsible unit/ Concerned Persons	Output
1	Develop Project Scope	Project Management Team	Develop the project plan and define the scope of the specific work
2	Allocate Resources and Create Project Schedule	Project Management Team	Allocation of resources and creation of project schedule
3	Select and Evaluate Vendors	Project Management Team/Procurement Team	Selection and evaluation of vendors/contractors for the work
4	Finalize Contract Negotiation and Agreement	Project Management Team/Legal Team	Negotiation and agreement finalization of contract with vendors/contractors
5	Kick-off the Project and Allocate Resources	Project Management Team	Commencement and execution of work
6	Monitor and Report Project Progress	Project Management Team	Monitor and report the progress of the work
7	Escalate and Resolve Issues	Project Management Team/Vendors/Contractors	Escalate and resolve work issues
8	Ensure Quality Control and Work Deliverables	Ensure Quality Control and Work Deliverables	Adherence to quality standards and assurance of work deliverables

Activities		Responsible unit/ Concerned Persons	Output
9	Administer Timely Payment and Vendor Management	Finance Team/Project Management Team	Timely payment to vendors/contractors and management of vendor relationship
10	Communicate and Engage with Stakeholders	Project Management Team/Stakeholders	Regular communication with stakeholders
11	Ensure Work Completion and Handover	Project Management Team	Successful work completion and handover to stakeholders
12	Provide Performance Evaluation and Feedback	Project Management Team/Stakeholders	Evaluation of partner agencies' performance and feedback for improvement
13	Document Learned Lessons	Project Management Team	Documentation of work details and learned lessons

Agency Logo	Name of LGU	Revision No.	0
	Infrastructure Management Process Manual	Effective Date	MM/DD/YY
	Section 8. Guidelines	Page No.	1 of 3

8.1. PHYSICAL FACILITIES MANAGEMENT

8.1.1. Inspection and Preventive Maintenance of Building/Facility

A. Scheduling of Inspections and Maintenance

1. The Facilities Manager, in collaboration with relevant stakeholders, will determine the type of suitable inspection and frequency of maintenance. The Manager shall also ensure that the Inspection Program is properly planned and scheduled, and the most common problems encountered by the inspection team and usual issues and concerns by other Offices are considered.
2. The assigned personnel will prepare an appropriate and realistic Inspection Program and plan the sequence of the inspection schedule using the updated floor plan.
3. The Facilities Manager will consider facility usage patterns, environmental factors, and equipment manufacturer's recommendations, when scheduling inspections.
4. The Facilities Manager will ensure that adequate time is allocated for each maintenance task to enable thorough assessments and repairs.

Note: The Facilities Manager will factor in peak operational periods to minimize disruptions to facility users during maintenance activities and align maintenance schedules with budget cycles to optimize resource allocation.

B. Conduct of Regular Inspections

1. The Inspection Team will perform visual inspections to identify visible signs of wear, damage, or safety hazards. All assigned personnel shall conduct regular inspection in accordance with the approved Inspection Program to check the physical and structural facade of the entire Office; common areas such as parking spaces, hallways, conference/function rooms, balconies, common restrooms, perimeter fences, roofing and gutter, electrical and mechanical facilities, among others; and office rooms, comfort rooms, and conference/function rooms.

2. The Inspection Team will utilize appropriate tools for equipment and system checks based on the prescribed Inspection Checklist. Should there be any issues that could be resolved on the spot, the Team shall immediately perform corrective actions such as, but not limited to, repairs, adjustments, and reconfigurations.
3. The Inspection Team will document findings and capture images or videos as proof or evidence of the inspection process. The Facilities Manager shall verify and evaluate the inspection results. It should be noted that all possible repair and/or maintenance works must be identified and requested or encoded separately to generate a Technical Assistance (TA) number and endorse the ticket to the assigned personnel, for appropriate action.
4. The assigned personnel will evaluate the assigned task and prepare the required technical documents such as, but not limited to, detailed cost estimates, layout/plans, and program and schedule works. For maintenance concerns that are covered by existing contracts with external service providers or contractors, the GSU personnel shall inform the Facilities Manager to call the attention of the contractor/service provider for their immediate corrective action.

Note: The Inspection Team will ensure that its members are trained in recognizing safety risks and potential issues, and encourage facility users and staff to report any observed facility issues between scheduled inspections. Other facilities not managed by the General Services Department shall be checked only upon request of the respective office.

C. Prioritization of Maintenance Needs

1. The Facilities Manager, along with the Inspection Team, will evaluate inspection reports to identify critical maintenance needs that require immediate attention.
2. The Facilities Manager will categorize maintenance tasks as urgent, important, or routine according to their impact on safety and operations.
3. The Facilities Manager will collaborate with relevant stakeholders to prioritize and agree on maintenance priorities.
4. The assigned personnel will facilitate the execution of maintenance work during office hours if it will not affect usual work operations, or after office hours or during weekends, if it will affect said operations.

5. The assigned personnel will document the progress of the maintenance work.

Note: The Facilities Manager will include representatives from various departments in the prioritization process to consider different operational needs, and focus on addressing safety-related issues first to ensure a secure working environment.

D. Planning of Preventive Maintenance

1. The Maintenance Team will identify critical equipment and systems that require preventive maintenance.
2. The Maintenance Team will determine the frequency and scope of preventive maintenance for each item.
3. The Maintenance Team will ensure that resources, tools, and spare parts are available before initiating preventive maintenance activities.

Note: The Maintenance Team will use computerized maintenance management systems (CMMS) to streamline preventive maintenance planning and scheduling. The Team will also outsource specialized preventive maintenance tasks, when necessary.

E. Monitoring and Evaluation of Maintenance Performance

1. The Facilities Manager will review Key Performance Indicators (KPIs) to evaluate the effectiveness of maintenance efforts.
2. The Facilities Manager will conduct post-maintenance surveys or interviews to gather feedback on maintenance quality and timeliness.
3. The Facilities Manager will analyze historical data to identify trends and areas of improvement.

Note: The Facilities Manager will regularly communicate KPIs and performance metrics to the Maintenance Team for continuous improvement. The Facilities Manager will recognize and acknowledge maintenance achievements to motivate the Maintenance Team.

F. Response to Reactive Maintenance Issues

1. The Maintenance Team will respond quickly to reactive maintenance requests and prioritize urgent issues.

2. The Maintenance Team will dispatch qualified personnel to assess and address reported problems.
3. The Maintenance Team will document all reactive maintenance activities and resolutions for future reference.

Note: The Maintenance Team will have a standby response team available for 24/7 emergency maintenance requirements. The Team will regularly evaluate the causes of reactive maintenance issues to identify opportunities for preventive measures.

G. Review and Revision of Maintenance Schedule

1. The Facilities Manager will analyze historical maintenance data to identify areas for schedule optimization.
2. The Facilities Manager will collaborate with stakeholders to assess the impact of any proposed changes to the maintenance schedule.
3. The Facilities Manager will adjust the maintenance plan as needed to accommodate evolving operational needs.

Note: The Facilities Manager will communicate changes to the schedule to all relevant personnel and affected stakeholders in advance, and continuously track the performance of the revised schedule for further improvements.

H. Compliance with Regulations

1. The Compliance Team will conduct periodic audits to assess the compliance of processes with environmental regulations.
2. The Compliance Team will implement corrective actions to promptly rectify any non-compliance issues.

Note: The Compliance Team will include compliance checks in the routine inspection process to proactively address any potential violations. The Team will collaborate with the Facilities Manager to ensure compliance with all applicable regulations and standards.

I. Analysis of Maintenance Costs and Budget

1. The Finance Team will analyze maintenance costs to identify areas for potential cost optimization.

2. The Finance Team will work with the Facilities Manager to allocate the appropriate budget for each maintenance activity.
3. The Finance Team will ensure that funds are available for unexpected maintenance emergencies.

Note: The Finance Team will encourage cost-conscious decision-making without compromising the quality of maintenance activities. The Team will collaborate with the Facilities Manager to ensure that budget allocations align with facility priorities.

J. Improvement of Maintenance Processes and Efficiency

1. The Facilities Manager will collaborate with the Maintenance Team to identify inefficiencies in existing maintenance processes.
2. The Facilities Manager will implement technological solutions, such as CMMS, to streamline maintenance planning and reporting.
3. The Facilities Manager will encourage continuous learning and professional development opportunities for the Maintenance Team.

Note: The Facilities Manager will provide the necessary training and resources to support process improvement initiatives and foster a culture of innovation and continuous improvement within the Maintenance Team.

K. Periodic Facility Assessments

1. The Inspection Team will assess the structural integrity and safety of the building and its components.
2. The Inspection Team will evaluate the performance of critical systems such, as HVAC, electrical, and plumbing.
3. The Inspection Team will review compliance with fire safety, accessibility, and environmental regulations.

Note: The Inspection Team will prioritize assessments based on the facility's usage and potential risks. The Team will also provide detailed reports and recommendations to address any identified issues.

L. Development of Long-Term Maintenance Strategy

1. The Facilities Manager will identify long-term facility maintenance goals and objectives.

2. The Facilities Manager will create a budget forecast for future maintenance needs and resource requirements.
3. The Facilities Manager will outline a timeline for major maintenance projects and upgrades.

Note: The Facilities Manager will consider the facility's expected lifecycle and future expansion plans when developing the maintenance strategy. The Facilities Manager will incorporate sustainability initiatives and energy efficiency improvements in the long-term plan.

M. Creation of Report on Maintenance Achievements and Savings

1. The Facilities Manager will compile data on completed maintenance tasks, outcomes, and benefits.
2. The Facilities Manager will calculate the savings achieved through preventive maintenance actions and repairs.
3. The Facilities Manager will prepare comprehensive reports that highlight the impact of maintenance efforts on facility performance and budget.

Note: The Facilities Manager will collaborate with the Finance Team to ensure accurate and transparent reporting of maintenance achievements and savings. He will use data visualization techniques to present reports in a clear and accessible format.

N. Organization of Facility Documentation and Records

1. The Documentation Team will maintain comprehensive logs of all maintenance activities, including inspection reports, work orders, and equipment maintenance histories.
2. The Documentation Team will organize and archive maintenance records for easy retrieval and reference.
3. The Documentation Team will ensure that all documentation complies with relevant regulations and data privacy requirements.

Note: The Documentation Team will regularly back up the electronic records to prevent data loss. The Team will also collaborate with the Maintenance Team to ensure accurate and timely documentation of completed tasks.

8.1.2. Maintenance of or Emergency Response to Building Issues

A. Creation and Assessment of Requests

1. The End User/Requesting Office will initiate a maintenance or emergency request that includes relevant details, such as priority level. Depending on the nature of the emergency, the offices may request technical assistance pending the submission of the Technical Assistance Request Form.
2. The assigned GSU staff will review and evaluate the specific request and/or conduct a visual inspection, if necessary. The staff will also determine the required response and resources needed for the request.

Note: The End User/Requesting Office will provide clear and detailed information about the issue. The GSU Staff must prioritize emergency requests to ensure immediate attention to critical issues.

B. Planning, Scheduling, and Procurement of Materials

1. The GSU Staff will develop a comprehensive maintenance plan that includes a response schedule and task assignments.
2. The GSU Staff will procure the required materials, equipment, and tools for the maintenance or emergency response.

Note: The maintenance plan should consider resource availability, skill sets, and potential risks. The GSU Staff must ensure the timely procurement of materials to avoid delays in the response.

C. Coordination with Contractors (if needed):

1. The GSU Staff will collaborate with external contractors, if required, to execute specialized tasks.

Note: The GSU Staff will ensure clear communication and set realistic expectations with contractors to avoid misunderstandings. The qualifications, reputation, and safety records of contractors should be considered before engaging their services.

D. Implementation and Monitoring of Work Progress

1. The GSU Staff will execute maintenance tasks or emergency response according to plan and schedule.
2. The GSU Staff will regularly monitor the progress of the work to ensure that it stays on track.

Note: Regular communication among GSU Staff members is essential to coordinate effective execution of maintenance tasks. Constant monitoring helps identify any deviations from the plan and facilitates timely adjustments when needed.

E. Completion of Work and End User Review

1. The GSU Staff will confirm the completion of maintenance or emergency response.
2. The End User/Requesting Office will verify the resolution and provide feedback.

Note: The GSU Staff must ensure that the maintenance or emergency response meets quality standards and safety requirements. The End User/Requesting Office feedback is valuable in identifying areas of improvement.

F. Documentation and Resolution of Post-Work Issues

1. The GSU Staff will update maintenance records with detailed information about the completed tasks.
2. The GSU Staff will address any post-work issues that may arise after the maintenance or emergency response.

Note: Accurate documentation facilitates future reference and aids in evaluating maintenance effectiveness. Therefore, the GSU Staff should ensure proper documentation and promptly address any issues to prevent a potential reoccurrence of issues.

G. Provision of Feedback and Closing of Request:

1. The End User/Requesting Office will provide feedback on the maintenance or emergency process.
2. The GSU Staff will acknowledge the feedback and close the maintenance or emergency request.

Note: Feedback from the End User/Requesting Office helps improve the overall maintenance process and closing of requests promptly ensures a streamlined workflow and organized record-keeping.

8.1.3 Corrective Maintenance and Technical Assistance for Minor Job Requests, Repair, Replacement, and/or Renovation of Materials and Labor, Engineering and Architectural Job Requests, and In-House Fabrication and Office Arrangement Requests

A. Creation and Assessment of Requests

1. The End User/Technical Support Staff assesses the minor job request submitted and evaluates the technical assistance required.

Note: Clear communication with the end user is crucial to understand the nature and scope of the minor job request. Further, the technical Support Staff should prioritize and categorize the requests based on urgency and complexity.

B. Planning, Scheduling, and Assignment of Tasks

1. The Technical Support Staff will develop an assistance plan, schedule tasks, and assign personnel to handle minor job requests.

Note: The assistance plan should include a breakdown of tasks, resource allocation, and estimated timeframes. Proper scheduling helps manage resources efficiently and ensures timely assistance.

C. Provision of Technical Assistance

1. The Technical Support Staff will offer the necessary technical assistance to address the minor job request.

Note: The Technical Support Staff should possess the required expertise and skills to provide effective assistance. The staff must give clear instructions and guidance to the End User during the technical assistance process.

D. Procurement of Materials and Equipment

1. The Technical Support Staff will procure the necessary materials and equipment required for the repair, replacement, or renovation.

Note: Ensuring the availability of materials and equipment before starting the task minimizes delays. With this, the Technical Support Staff should prioritize the procurement of high-priority items.

E. Collaboration with Contractors for Specialized Assistance

1. The Technical Support Staff will collaborate with contractors for specialized assistance, if necessary.

Note: Engagement with contractors should be done based on their expertise and track record in relevant tasks. Further, effective coordination with them ensures seamless integration of the assistance process.

F. Monitoring of Progress and Quality

1. The Technical Support Staff will monitor the progress of the task and ensure the quality of the provided assistance.

Note: Regular monitoring helps identify any challenges or deviations from the plan. Maintaining quality standards is crucial to deliver satisfactory technical assistance. Therefore, the Technical Support Staff should coordinate with contractors if needed

G. Completion of Technical Assistance and End User Review

1. The Technical Support Staff will complete the technical assistance while the End User will verify the resolution of the minor job request.

Note: The End User's feedback is valuable to assess the effectiveness of the technical assistance. Any additional requirements or unresolved issues should be addressed promptly.

H. Documentation and Resolution of Issues

1. The Technical Support Staff will update the documentation of the technical assistance and resolve any arising issues.

Note: Accurate documentation helps in maintaining records and facilitates future references. Likewise, timely resolution of issues ensures a positive user experience and builds trust with the requester.

I. Provision of Feedback and Closing of Request

1. The End User will provide feedback on the technical assistance process and close the request.

Note: The feedback from End Users aids in the continuous improvement of technical assistance services. Likewise, the closing of the request formally marks the completion of the minor job assistance.

8.1.4 Management of Supplies And Materials Needed For Infrastructure Maintenance, Equipment And Fixed Assets, Vehicles, etc.

A. Creation and Assessment of Requests

1. The End User/Technical Support Staff will initiate a detailed request for supplies and materials.
2. The Technical Support Staff will promptly assess the request to determine the required supplies and materials.

Note: Clear and accurate information provided by the End User/Technical Support Staff aids in effective assessment of the requirements. Meanwhile, timely assessment ensures a smooth and efficient supply management process.

B. Planning, Budgeting, and Procurement of Materials

1. The Technical Support Staff will create a comprehensive plan and budget for the required supplies and materials.
2. The Technical Support Staff will procure the required supplies and materials.

Note: Proper planning and budgeting help allocate resources effectively and avoid shortages. In addition, timely procurement ensures that the necessary supplies are available when needed.

C. Inventory of Supplies and Materials

1. The Technical Support Staff will conduct regular inventories of supplies and materials.
2. The Technical Support Staff will maintain accurate records of inventory levels.

Note: Regular inventory checks help track stock levels and prevent stock-outs. Likewise, detailed record-keeping aids in efficiently managing and timely reordering of supplies.

D. Distribution and Allocation of Supplies and Materials

1. The Technical Support Staff will distribute supplies and materials to relevant departments or locations.
2. The Technical Support Staff will allocate supplies according to priority and need of departments or locations.

Note: Efficient distribution ensures that supplies are available to the right departments at the right time. Moreover, proper allocation prevents wastage and ensures fair distribution across the organization.

E. Usage Monitoring and Reordering of Supplies and Materials

1. The Technical Support Staff will regularly monitor the usage of supplies and materials.
2. The Technical Support Staff will place reorders for supplies when necessary.

Note: Monitoring of usage helps anticipate future requirements and avoid sudden shortages, while timely reordering ensures a continuous supply of essential materials.

F. Coordination with Vendors and Suppliers

1. The Technical Support Staff will collaborate with vendors and suppliers for the procurement and delivery of materials and supplies.
2. The Technical Support Staff will maintain effective communication with vendors to address any issues.

Note: Strong vendor relationships facilitate smoother procurement processes. Hence, communication with suppliers helps resolve potential delays or quality concerns.

G. Maintenance of Equipment and Fixed Assets

1. The Technical Support Staff will conduct regular maintenance of equipment and fixed assets.
2. The Technical Support Staff will schedule and perform the necessary maintenance tasks.

Note: Regular maintenance prevents equipment breakdowns and ensures optimal performance. Additionally, proper scheduling and execution of maintenance tasks reduce the risk of unplanned downtime.

H. Documentation and Resolution of Issues

1. The Technical Support Staff will update the documentation of supplies, materials, and maintenance.

2. The Technical Support Staff will generate reports on supplies, maintenance activities, and equipment performance.

Note: Accurate documentation aids in evaluating supply and maintenance effectiveness. Moreover, reports provide insights into supply utilization and equipment performance, enabling data-driven decisions.

I. Quality Control and Compliance to Guidelines

1. The Technical Support Staff will ensure that the quality of supplies and materials meets established standards.
2. The Technical Support Staff will maintain that supplies and materials comply with relevant regulations and safety guidelines.

Note: Quality control measures prevent the use of substandard supplies and materials and ensure their reliability and safety.

Meanwhile, compliance with regulations establishes adherence to legal requirements and mitigates potential risks.

J. Review of Supply Management Process and Identification of Areas for Improvement

1. The Technical Support Staff will conduct a regular review of the supply management process.
2. The Technical Support Staff will identify areas for improvement and implement the necessary changes.

Note: Regular reviews help identify inefficiencies and areas that require enhancement. Likewise, continuous improvement optimizes the supply management process, enhancing overall organizational efficiency.

K. Provision of Feedback and Closing of Management Request

1. The End User/Technical Support Staff will provide feedback on the supply management process.
2. The Technical Support Staff will provide the feedback and close the management request.

Note: Feedback from the End User provides valuable insights for process improvement and closing of management requests promptly ensures a streamlined workflow and organized record-keeping.

8.2. EQUIPMENT MAINTENANCE

8.2.1. Preventive Maintenance of Equipment

A. Creation of Maintenance Schedule

1. The Maintenance Team will create a preventive maintenance schedule for all equipment.
2. The schedule will include the frequency and type of specific maintenance tasks required for each equipment.

Note: The maintenance schedule should factor in the manufacturer's recommendations and industry best practices. Similarly, the frequency of maintenance tasks should be balanced to ensure optimal equipment performance without causing unnecessary downtime.

B. Inspection and Assessment of Equipment

1. The Maintenance Team will inspect all equipment to assess their maintenance needs.
2. Detailed assessments will be conducted to identify any faults or potential issues.

Note: The inspection should be thorough and cover all critical components and systems of the equipment. In addition, technicians should be adequately trained to accurately identify potential problems and assess the equipment's overall condition.

C. Procurement of Maintenance Materials

1. The Procurement Team will identify and procure the necessary materials and parts for maintenance.
2. The Procurement Team will also ensure the availability of required materials before starting maintenance tasks.

Note: The procurement process should be able to obtain high-quality and genuine parts and materials from reliable suppliers. Likewise, timely procurement is essential to avoid delays in the maintenance process.

D. Preparation for Maintenance

1. The Maintenance Team will prepare all the required tools and resources for the maintenance job.
2. Safety measures should be taken into consideration before commencing any maintenance activities.

Note: Adequate safety gear and equipment should be provided to maintenance personnel and any specific training or precautions required for handling hazardous materials or equipment should be adhered to by the personnel.

E. Shutdown and Isolation of Equipment

1. The Maintenance Team will safely shut down the equipment before starting the maintenance process.
2. Proper isolation procedures should be followed to ensure that the equipment is disconnected from power sources.

Note: Proper shutdown and isolation of equipment prevents accidents and ensures the safety of maintenance personnel. Hence, critical systems or processes dependent on the equipment should be notified in advance to minimize disruptions.

F. Cleaning and Lubrication of Equipment

1. The Maintenance Team will clean the equipment thoroughly and remove any dust or debris.
2. Lubrication should be applied to moving parts to ensure optimal performance.

Note: Appropriate cleaning agents and lubricants should be used and over-lubrication should be avoided because it may lead to other issues.

G. Replacement and Repair of Equipment Parts

1. The Maintenance Team will identify and replace faulty equipment parts with new ones.
2. Repairs will be performed on damaged components to restore their functionality.

Note: Replacement parts should match the equipment's specifications and quality standards and repairs should be conducted by skilled technicians who follow approved procedures.

H. Testing and Calibration of Equipment

1. The Maintenance Team will test the equipment after maintenance to ensure it operates correctly.
2. Calibration will be performed by the team to verify accuracy and precision.

Note: Testing should involve running the equipment through different operational scenarios to validate its performance. Additionally, equipment should be properly calibrated and traceable to national standards.

I. Functional Testing and Performance Check of Equipment

1. The Maintenance Team will conduct a functional testing of the equipment under various operating conditions.
2. Performance checks will be conducted to assess the equipment's efficiency and reliability.

Note: Functional testing should simulate real-world operating conditions as closely as possible. In addition, performance benchmarks should be compared against the equipment's original specifications.

J. Start-up and Re-commissioning of Equipment

1. The Maintenance Team will safely start up the equipment after completing the maintenance process.
2. The re-commissioning process will ensure that the equipment is fully operational.

Note: Start-up procedures should be followed diligently to avoid any issues during initial operation and post-start-up monitoring should be done to ensure smooth functioning.

K. Documentation of Maintenance Records

1. The Maintenance Team will update maintenance records and logs by documenting all activities performed.

2. The Maintenance Team will keep records for future reference and analysis.

Note: Accurate and comprehensive documentation helps track maintenance history and identify trends. As such, digital record-keeping may be more efficient and organized for large-scale operations.

L. Creation and Analysis of Performance Report

1. The Maintenance Team will create a performance report that summarizes the equipment's condition after maintenance.
2. Analysis will be conducted to identify trends or recurring issues that require further attention.

Note: The performance report should be easily understandable and actionable for relevant stakeholders and root cause analysis should be performed for any persistent problems.

M. Provision of Feedback and Recommendations

1. The Maintenance Team will acknowledge the feedback from users and personnel involved in the maintenance process.
2. Based on feedback, the Maintenance Team will provide recommendations for improvement.

Note: Feedback from equipment users can provide valuable insights into the equipment's actual performance and reliability. Likewise, recommendations should be considered for process improvements and preventive measures.

8.2.2. Corrective Maintenance of Equipment

A. Identification and Reporting of Issues

1. The Users/Operators will identify equipment issues during regular operations.
2. The said issues will be promptly reported to the Maintenance Team or relevant personnel.

Note: Users/operators should provide detailed information about the issue to provide accurate diagnosis and resolution. Moreover, a clear and accessible reporting system streamlines issue identification and reporting.

B. Evaluation and Prioritization of Issues

1. The Maintenance Team will evaluate the reported issues to understand their severity and impact on operations.
2. Corrective actions are prioritized based on the urgency and criticality of each issue.

Note: The Maintenance Team should develop a well-defined criteria for evaluating issue severity and prioritizing them, accordingly. It should also consider the potential consequences of delaying certain repairs to prioritize critical equipment.

C. Procurement of Replacement Parts

1. The Procurement Team and the Maintenance Team will identify and procure the required replacement parts and materials. They will also ensure the timely procurement of the said materials to minimize equipment downtime.

Note: Good communication between the Maintenance Team and Procurement Team is essential to expedite the procurement process. Moreover, a list of trusted suppliers can establish the quality and availability of replacement parts.

D. Shutdown and Isolation of Equipment

1. The Maintenance Team will safely shut down the equipment to prevent any further damage.
2. Proper isolation procedures should be followed to ensure that the equipment is disconnected from power sources.

Note: The Maintenance Team should be trained on proper equipment shutdown and isolation procedures, as well as appropriate lockout/tag out measures to prevent accidental equipment energization during maintenance.

E. Diagnosis, Troubleshooting, and Repair/Replacement of Equipment Components

1. The Maintenance Team will safely shut down the equipment to prevent any further damage. They will The diagnose the equipment faults through careful inspection and testing.

2. The Maintenance team will conduct repairs to fix minor faults or replace faulty components, as needed.

Note: The provision of training to the Maintenance Team can enhance their diagnostic and troubleshooting skills. It is also essential for the team to keep an inventory of commonly used spare parts for quick repairs.

F. Testing, Calibration, and Functional Check of Equipment

1. The Maintenance Team will test equipment to ensure that all repairs and replacements are successful.
2. The Maintenance Team will also perform calibration, if necessary, to verify accuracy and precision. The team will also conduct a functional check to confirm that the equipment operates correctly.

Note: The Maintenance Team should follow manufacturer guidelines for equipment calibration and testing procedures. It should also perform thorough functional checks to identify any additional issues before finalizing the resolution process.

G. Start-up and Re-commissioning of Equipment

1. The Maintenance Team will safely start up the equipment after completing the repairs and maintenance processes.
2. The Maintenance Team will also administer the re-commissioning process to ensure that the equipment is fully operational and ready for use.

Note: A risk assessment should be conducted during equipment start-up to detect any potential hazards. In addition, a verification that all safety measures are in place before re-commissioning the equipment is necessary.

H. Documentation, Record-Keeping, and Creation of Performance Report

1. The Maintenance Team will update maintenance records and logs and document all activities performed, including repairs, replacements, and tests.
2. The Maintenance Team will also generate a performance report summarizing the equipment condition after the resolution process.

Note: A well-organized and accessible record-keeping system is essential for easy reference in the future. Additionally, regular analysis of performance reports helps identify patterns and potential areas for improvement.

I. Provision of Feedback and Recommendations

1. The Maintenance Team will acknowledge feedback from users and operators regarding the equipment performance after the resolution process.
2. Based on the feedback received, the Maintenance Team will provide recommendations for further improvement.

Note: Open communication with users/operators is valuable to gather insights for process enhancement. It is also necessary to implement relevant recommendations and track their impact on equipment performance and issue resolution.

8.3. HOUSEKEEPING AND MAINTENANCE OF GROUNDS

A. Inspection of Facility and Identification of Tasks

1. The Housekeeping/Grounds Maintenance Team will conduct regular inspections of the facility and outdoor areas.
2. The Housekeeping/Grounds Maintenance Team will also identify tasks for cleaning, maintenance, and landscaping during inspection

Note: Thorough inspections ensure that all areas are assessed, including indoor spaces and outdoor grounds. Moreover, proper identification of tasks is crucial for creating an effective maintenance plan.

B. Prioritization and Scheduling of Tasks

1. The Housekeeping/Grounds Maintenance Team will prioritize the identified tasks based on urgency and importance.
2. The Housekeeping/Grounds Maintenance Team will also create a schedule to describe the execution of each task.

Note: The Housekeeping/Grounds Maintenance Team should prioritize tasks that impact safety, hygiene, and overall aesthetics. It should also create a realistic and feasible schedule to ensure that tasks are completed in a timely manner.

C. Procurement of Cleaning Supplies and Equipment

1. The Procurement Team and the Maintenance Team will identify and procure the required cleaning supplies and equipment.

2. The team should also manage timely procurement to avoid any delays in the execution of tasks.

Note: The team, ideally, must choose eco-friendly and effective cleaning supplies to promote sustainable practices and keep an updated inventory of cleaning equipment to ensure availability, when needed.

D. Housekeeping and Cleaning of Common Areas

1. The Housekeeping Team will perform cleaning activities according to the level of priority.
2. Cleaning tasks include dusting, mopping, vacuuming, and maintaining cleanliness in common areas.

Note: The Housekeeping Team must use appropriate cleaning techniques and products to prevent damage. Likewise, all cleaning staff should be adequately trained in proper cleaning practices.

E. Maintenance and Landscaping of Grounds

1. The Grounds Maintenance Team will execute landscaping tasks, such as lawn mowing, trimming, and garden care.
2. The Grounds Maintenance Team will also make sure that outdoor areas are maintained to enhance the overall appearance and functionality of the ground.

Note: Regular assessment of the condition of outdoor areas is essential to address landscaping needs promptly. Likewise, environmental factors and local regulations should be considered in the planning of landscaping activities.

F. Disposal and Recycling of Waste

1. The Housekeeping/Grounds Maintenance Team will ensure proper waste disposal in designated areas.
2. The Housekeeping/Grounds Maintenance Team should also follow proper recycling processes to minimize environmental impact.

Note: The Housekeeping/Grounds Maintenance Team should separate waste streams to facilitate recycling and minimize landfill contribution and educate staff and visitors about recycling practices and the importance of waste segregation.

G. Maintenance and Repair of Equipment

1. The Maintenance Team will regularly inspect and clean the equipment to ensure their proper functionality.
2. The Maintenance Team will also conduct prompt repairs when cleaning equipment malfunctions.

Note: The Maintenance Team should implement a preventive maintenance program to reduce equipment breakdowns and they should be trained on basic equipment troubleshooting to correctly identify minor issues.

H. Safety Inspection and Compliance with Regulations

1. The Housekeeping/Grounds Maintenance Team will conduct safety inspections to identify potential hazards.
2. The Housekeeping/Grounds Maintenance Team will ensure compliance with safety regulations and standards.

Note: Prioritization of safety in all cleaning and maintenance activities protects staff and visitors; and resolution of safety issues immediately prevents accidents and injuries.

I. Documentation and Record-Keeping

1. The Housekeeping/Grounds Maintenance Team will update maintenance records and logs, and document all activities performed.
2. The Housekeeping/Grounds Maintenance Team will also maintain detailed records for cleaning schedules, equipment maintenance, and safety inspections.

Note: Accurate documentation aids in tracking progress and systematic organization of records leads to easy retrieval and analysis.

J. Evaluation and Improvement of Performance

1. The Housekeeping/Grounds Maintenance Team will evaluate the overall performance of the cleaning and maintenance processes.
2. The Housekeeping/Grounds Maintenance Team will also identify areas of improvement and implement necessary changes.

Note: Analysis of feedback, data, and performance metrics identifies strengths and weaknesses. In addition, staff involvement in the improvement process provides valuable insights.

K. Provision of Feedback and Recommendations

1. The Housekeeping/Grounds Maintenance Team will acknowledge feedback from staff and users to understand their needs and concerns.
2. The Housekeeping/Grounds Maintenance Team will also provide recommendations for enhancing the housekeeping and grounds maintenance procedures.

Note: Feedback helps in addressing specific issues and improving overall satisfaction. Likewise, the implementation of constructive recommendations optimizes housekeeping and maintenance practices.

8.4. MANAGEMENT OF VEHICLES

8.4.1. Requests for Motor Vehicles

A. Scheduling of Vehicle Requests

1. The Users/Departments will submit vehicle requests with details of the trip and schedule.
2. The Motor Pool Administrator will receive the request and coordinate the scheduling based on the availability of the vehicles.

Note: The Users/Departments should submit requests with sufficient lead time to accommodate scheduling and the Motor Pool Administrator should prioritize requests based on urgency and availability of vehicles.

B. Checking of Vehicle Availability Check

1. The Motor Pool Administrator will verify the availability of vehicles for the requested schedule.
2. The Motor Pool Administrator will communicate with users regarding vehicle availability and necessary adjustments.

Note: The Motor Pool Administrator should maintain a well-organized vehicle scheduling system for quick availability checks, consider peak usage periods, and prioritize vehicle allocation, accordingly.

C. Allocation and Assignment of Vehicles

1. The Motor Pool Administrator will allocate a suitable vehicle based on trip requirements and user preferences.

2. The Motor Pool Administrator will assign a vehicle to the respective user or driver for the scheduled trip.

Note: It is essential to consider the nature of the trip and the number of passengers when allocating vehicles and ensure that the assigned driver is authorized and qualified to operate the vehicle.

D. Authorization and Documentation of Trip The Motor Pool

1. The Motor Pool Administrator will provide trip authorization to the assigned driver, including necessary trip details.
2. The Motor Pool Administrator will also hand over all relevant documents, such as registration, insurance, and trip instructions.

Note: The Motor Pool Administrator should ensure that trip details, responsibilities, and any special instructions are clearly communicated to the driver. Likewise, all required documents should be up-to-date and accessible by concerned personnel.

E. Inspection and Maintenance of Vehicles

1. The Motor Pool Staff will conduct regular inspections of vehicles to ensure roadworthiness and safety.
2. The Motor Pool Staff will also perform routine maintenance and promptly address any identified issues.

Note: It is essential to implement a preventive maintenance schedule to reduce unexpected breakdowns, address any reported issues, and conduct thorough inspections after each trip.

F. Fueling of Vehicles and Reimbursement of Expenses

1. The Users/Drivers will fuel vehicles as required during the trip.
2. The Users/Drivers will submit necessary receipts for expense reimbursement based on the organization's policy.

Note: There should be clear guidelines on fueling procedures and reimbursement requirements. Additionally, regular monitoring of fuel consumption and expenses helps identify potential cost-saving opportunities.

G. Trip Execution and Return of Vehicles

1. The Users/Drivers will execute the scheduled trip by following the approved itinerary.
2. The Users/Drivers will return the vehicles to their designated location after the trip.

Note: Users/drivers should be encouraged to practice safe driving and adhere to traffic rules during the trip. They should also conduct post-trip inspections to check for damages or issues that require attention.

H. Reporting and Resolution of Incidents

1. Users/Drivers will promptly report any incidents or accidents involving the vehicle to the Motor Pool Administrator.
2. The Motor Pool Administrator will initiate appropriate actions for incident resolution and vehicle repairs.

Note: The Motor Pool Administrator should establish clear procedures for incident reporting and follow-up actions, and ensure compliance with insurance protocols and legal requirements for accidents.

I. Evaluation of Performance and Identification of Areas of Improvement

1. The Motor Pool Administrator will evaluate vehicle usage data and performance metrics.
2. The Motor Pool Administrator will also identify areas of improvement and implement necessary changes to optimize vehicle management.

Note: Analysis of data helps identify patterns, utilization rates, and potential inefficiencies. Feedback from users/drivers can also provide insights into their experiences and suggestions.

J. Provision of Feedback and Recommendations

1. The Users/Drivers and the Motor Pool Administrator will provide feedback on the vehicle usage and management process.
2. They will also share recommendations to enhance the vehicle management system.

Note: Feedback should be reviewed and acted on to address specific issues and enhance overall user experience. Likewise, feasible recommendations should be implemented to improve the efficiency and effectiveness of vehicle management.

8.4.2. Preventive Maintenance of Vehicles

A. Creation and Scheduling of Maintenance

1. The Fleet Management Team will establish a preventive maintenance schedule for all vehicles.
2. The Fleet Management Team will schedule maintenance activities based on manufacturer recommendations and the past performance of vehicles.

Note: The Fleet Management Team should tailor the maintenance schedule to the specific needs and usage patterns of each vehicle. It should also ensure that preventive maintenance intervals comply with regulatory requirements.

B. Inspection and Assessment of Vehicles

1. The Fleet Management Team will conduct regular inspections to identify maintenance needs.
2. The Fleet Management Team will assess the condition of each vehicle and prioritize maintenance tasks accordingly.

Note: The training of the management team is necessary to identify potential issues and signs of wear or damage. The usage of standardized checklists ensures that thorough inspections are performed in vehicles.

C. Procurement of Maintenance Materials

1. The Procurement Team will procure the necessary materials and parts for vehicle maintenance.
2. The Procurement Team will also guarantee the availability of materials to avoid delays in maintenance tasks.

Note: The Procurement Team should maintain good relationships with suppliers to expedite procurement processes and stock essential spare parts to address common maintenance needs.

D. Planning and Scheduling of Maintenance

1. The Fleet Management Team will plan and schedule maintenance tasks for each vehicle.
2. The Fleet Management Team will send the maintenance schedule to the Service Technicians for execution.

Note: Balance maintenance needs with vehicle availability to minimize operational disruptions and coordinate with drivers to arrange suitable maintenance windows that do not clash with critical operations.

E. Maintenance and Servicing of Vehicles

1. The Service Technicians will perform preventive maintenance on vehicles by following the schedule and adhering to safety and quality standards.

Note: The organization should provide specialized training on handling different vehicle models to Service Technicians. The latter should always use appropriate and up-to-date diagnostic tools and equipment for accurate maintenance.

F. Checking and Replacement of Vehicle Fuel

1. The Service Technicians will regularly check the fluid levels (e.g., engine oil, coolant, brake fluid) of vehicles.
2. The Service Technicians will also replace fluids as needed to maintain optimal vehicle performance.

Note: The Service Technicians should follow manufacturer guidelines for fluid types and replacement intervals, and dispose of used fluids properly and in an environmentally friendly manner.

G. Tire Inspection and Rotation of Tires

1. The Service Technicians will regularly inspect vehicle tires for wear and damage regularly.
2. The Service Technicians will rotate tires to ensure even wear and extend lifespan.

Note: The Service Technicians should monitor tire pressure, ensure compliance with recommended levels, and replace when safe tread depth limits are reached.

H. Replacement of Filters and Checking of Vehicle Systems

1. The Service Technicians will replace filters (e.g., air, fuel), according to the maintenance schedule.
2. The Service Technicians will also conduct comprehensive checks of vehicle systems to detect potential issues.

Note: The Service Technicians should use high-quality filters to maintain engine and vehicle health, and address any identified system malfunctions or anomalies.

I. Checking of Battery and Electrical Components

1. The Service Technicians will inspect vehicle batteries for signs of deterioration and corrosion, and check electrical components to ensure proper functionality.

Note: Regular cleaning of battery terminals and connections prevents power issues. Further, testing of vehicle electrical systems should be done using appropriate diagnostic tools.

J. Documentation and Record-Keeping

1. The Fleet Management Team will update and keep detailed vehicle maintenance records, including history and associated expenses.

Note: The use of digital record-keeping systems allows easy retrieval and organization of maintenance data. Moreover, maintenance records should be accurate and up-to-date, for future reference.

K. Creation of Performance Report and Analysis of Findings

1. The Fleet Management Team will generate performance reports based on maintenance data.
2. The Fleet Management Team will also analyze findings to identify trends, potential issues, and areas for improvement.

Note: The Fleet Management Team should regularly review performance reports to make data-driven decisions for fleet management and identify opportunities to optimize maintenance schedules and reduce overall costs.

L. Provision of Feedback and Recommendations

1. The Drivers and the Fleet Management Team will provide feedback on the vehicle maintenance process.
2. The Drivers and the Fleet Management Team will share recommendations for improving maintenance efficiency and vehicle performance.

Note: Feedback should be acted upon to address specific issues and enhance the overall user experience. In addition, implementing feasible recommendations improves the efficiency and effectiveness of vehicle maintenance.

8.4.3. Corrective Maintenance and Emergency Repairs of Equipment

A. Identification and Reporting of Issues

1. The Users/Operators will identify equipment issues and report them for corrective action.
2. The personnel will also ensure clear and detailed reporting of the problem and its impact on operations.

Note: The organization should encourage users/operators to report issues promptly to prevent further damage and establish a streamlined reporting process for quick communication.

B. Evaluation and Prioritization of Issues

1. The Maintenance Team will evaluate reported issues and prioritize them based on urgency and severity.
2. The Maintenance Team will determine the equipment that requires immediate attention.

Note: The Maintenance Team should collaborate with relevant stakeholders to assess the impact of equipment issues on operations and prioritize resolving critical issues to maintain essential services.

C. Procurement of Replacement Parts

1. The Procurement Team/Maintenance Team will procure necessary replacement parts and materials for emergency repairs.

2. They will also expedite the procurement process to minimize equipment downtime.

Note: It is essential to maintain a list of critical spare parts to expedite emergency procurement and ensure the availability of reliable suppliers for emergency situations.

D. Shutdown and Isolation of Equipment

1. The Maintenance Team will safely shut down and isolate the equipment from power sources.
2. The Maintenance Team will follow proper procedures to prevent accidents during repair.

Note: Relevant safety protocols should be followed during the shutdown and isolation process and appropriate safety equipment should be used to protect maintenance personnel.

E. Troubleshooting and Repair of Equipment

1. The Maintenance Team will perform troubleshooting to identify the root cause of the equipment issue and execute emergency repairs to address the identified problem.

Note: The Skilled technicians with experience in handling emergency repairs should be assigned to the tasks. They should prioritize temporary solutions to restore essential functionality if full repairs are time-consuming.

F. Testing and Verification of Equipment Functionality

1. The Maintenance Team will test the equipment and verify that it is functioning correctly.
2. The Maintenance Team will also ensure that the equipment is safe and operational after repairs.

Note: Comprehensive tests are conducted to confirm that the equipment is fully operational and test runs are done to identify any additional issues that may require attention.

G. Restoration of Equipment's Operations

1. The Maintenance Team will restore the equipment to operational status after completing repairs and verify if it is functioning as expected.

Note: Collaboration with users/operators is needed to confirm that the equipment is meeting their needs. Additionally, monitoring the equipment for a period after restoration helps ensure that it remains operational.

H. Documentation and Record-Keeping

1. The Maintenance Team will update the documentation and records related to emergency repairs.
2. The Maintenance Team will also make sure that accurate and comprehensive records are maintained for future reference.

Note: Document the details of the issue, repairs performed, and any replacement parts used, and keep emergency repair records organized and easily accessible.

I. Creation and Analysis of Performance Report

1. The Maintenance Team will create a performance report on the emergency repair process, and analyze it to identify areas for improvement.

Note: The Maintenance Team should evaluate response time, repair quality, and the effectiveness of temporary solutions. It should use data-driven insights to optimize emergency repair procedures.

J. Provision of Feedback and Recommendations

1. The Users and the Maintenance Team will provide feedback on the emergency repair process and share recommendations for improving emergency response and repair efficiency.

Note: There should be open communication to gather valuable insights from users and maintenance personnel. Further, feedback should be acted upon to enhance the emergency repair process and address recurring issues.

8.5. MANAGEMENT OF INFORMATION AND COMMUNICATION TECHNOLOGY INFRASTRUCTURE

8.5.1. Preventive Maintenance Planning

A. Creation of Maintenance Schedule

1. The IT Management Team will establish a preventive maintenance schedule for ICT infrastructure.
2. The IT Management Team will determine the frequency of maintenance tasks for different components.

Note: The IT Management Team should consider the criticality of ICT components to prioritize maintenance frequency and align maintenance schedules with business requirements to minimize disruptions.

B. Inspection and Assessment of ICT Infrastructure

1. The IT Management Team will inspect and assess ICT infrastructure components for maintenance needs.
2. The IT Management Team will also identify potential issues and areas that require attention.

Note: Thorough inspections should be conducted to detect hidden or emerging problems and specialized tools and diagnostic methods should be used to assess complex ICT components.

C. Procurement of Maintenance Materials

1. The Procurement Team/IT Management Team will procure the necessary materials and parts for preventive maintenance and ensure timely procurement to support the maintenance schedule.

Note: It is crucial for the team to maintain a reliable list of suppliers to expedite material acquisition and verify the compatibility and quality of procured materials for effective maintenance.

D. Planning and Scheduling of Maintenance Tasks

1. The IT Management Team will plan and schedule maintenance tasks for each ICT component.
2. The IT Management Team will also coordinate maintenance activities with relevant teams and users.

Note: Collaboration with users is important in scheduling maintenance during low-impact periods. Likewise, a contingency plan is necessary for critical maintenance tasks that may cause disruptions.

E. Updates and Patches of ICT Systems

1. The IT Team will apply regular system updates and patches to maintain ICT security and performance.
2. The IT Team will comply with the recommendations of software vendors

Note: Scheduling of updates during maintenance windows minimizes service interruptions. Moreover, test updates and patches should be conducted in a controlled environment before applying them to production systems.

F. Backup and Disaster Recovery Procedures

1. The IT Team will maintain and test backup procedures and disaster recovery plans, and ensure data and system integrity in the event of unforeseen incidents.

Note: The IT Team should regularly test backup restoration to verify data recoverability and update disaster recovery plans to address changes in ICT infrastructure.

G. Maintenance of Hardware and Software Components

1. The IT Team will conduct maintenance on hardware and software components as required.
2. The IT Team will also address issues identified during inspections and updates.

Note: The IT Team should follow manufacturer guidelines for hardware maintenance to preserve warranties and coordinate software maintenance with application owners to avoid conflicts.

H. Maintenance of Network Equipment and Connectivity

1. The IT Team will conduct maintenance of network equipment and connectivity for optimal performance.
2. The IT Team will also address network-related issues and optimize configurations.

Note: Regular monitoring of network performance identifies areas for improvement. In addition, the implementation of redundancy and failover mechanisms enhances network reliability.

I. Documentation and Record-Keeping

1. The IT Management Team will update and keep maintenance records and logs, and guarantee comprehensive documentation for future reference.

Note: Details of maintenance tasks, dates, and personnel responsible for each activity should be included in the documentation and an organized database of maintenance records facilitates quick retrieval.

J. Creation and Analysis of Performance Report

1. The IT Management Team will create a performance report on ICT infrastructure maintenance. It should also analyze the report to identify areas for improvement.

Note: The IT Management Team should evaluate maintenance effectiveness in terms of system uptime and incident resolution time and utilize performance data to optimize preventive maintenance activities.

K. Provision of Feedback and Recommendations

1. The IT Team and Management will receive feedback on ICT infrastructure maintenance.
2. The IT Team and Management will also share recommendations for improving maintenance efficiency and performance.

Note: IT Team and Management should actively seek feedback from users and stakeholders to gain insights into their experiences. It should use feedback to drive continuous improvement in ICT infrastructure maintenance processes.

8.5.2 Inspection and Scheduling of Maintenance Tasks

A. Assessment of ICT Infrastructure

1. The IT Management Team will conduct a comprehensive assessment of all ICT infrastructure components and identify strengths, weaknesses, and areas requiring improvement.

Note: The IT Management Team should engage relevant stakeholders to ensure a comprehensive assessment and use appropriate assessment tools and methodologies to gather accurate data.

B. Identification of Critical Components

1. The IT Management Team will identify critical ICT infrastructure components that require preventive maintenance.
2. The IT Management Team will also prioritize components based on their impact on business operations.

Note: Factors like system importance, frequency of use, and potential risks should be considered by the team. Likewise, collaboration with stakeholders is needed to validate the criticality of identified components.

C. Planning and Scheduling of Maintenance Tasks

1. The IT Management Team will plan and schedule maintenance tasks for each critical ICT component.
2. The IT Management Team will coordinate maintenance activities with the relevant teams and users.

Note: It is necessary to schedule maintenance during low-traffic periods to minimize disruptions and develop contingency plans for critical maintenance tasks that may cause temporary downtime.

D. Maintenance of Hardware and Software

1. The IT Team will perform regular hardware and software maintenance tasks.
2. The IT Team will address issues identified during assessments and updates.

Note: The team must follow manufacturer guidelines for hardware maintenance to preserve warranties. It should coordinate software maintenance with application owners to avoid conflicts.

E. Maintenance of Hardware and Software

1. The IT Team will check and maintain network equipment and connectivity.
2. The IT Team will also address network-related issues and optimize configurations.

Note: Regular monitoring of network performance regularly identifies areas for improvement. Additionally, the implementation of redundancy and failover mechanisms enhances network reliability.

F. Updates and Patches of System

1. The IT Team will apply regular system updates and patches for security.
2. The IT Team will comply with recommendations of the software vendors.

Note: The team should schedule updates during maintenance windows to minimize service interruptions. In addition, it should test updates and patches in a controlled environment before applying them to production systems.

G. Backup and Disaster Recovery Procedures

1. The IT Team will maintain backup procedures and disaster recovery plans.
2. The IT Team will regularly test backup restoration and update recovery plans as needed.

Note: The testing of disaster recovery plans verifies data and system recoverability. Moreover, keeping backup copies off-site protects data from physical damage.

H. Documentation and Record-Keeping

1. The IT Management Team will update maintenance records and logs, and create comprehensive documentation for future reference.

Note: The team should include details of maintenance tasks, dates, and personnel responsible for each activity. It should also maintain an organized database of maintenance records to facilitate quick retrieval.

I. Creation and Analysis of Performance Report

1. The IT Management Team will create a performance report on ICT infrastructure maintenance.
2. The IT Management Team will also analyze the report to identify areas for improvement.

Note: The team must evaluate maintenance effectiveness in terms of system uptime and incident resolution time. It should also utilize performance data to optimize preventive maintenance activities.

J. Provision of Feedback and Recommendations

1. The IT Management will receive feedback on ICT infrastructure maintenance.

The IT Management will share recommendations for improving maintenance

2. efficiency and performance.

Note: Active seeking of feedback from users and stakeholders provides insights into their experiences. Further, feedback can be used to drive continuous improvement in ICT infrastructure maintenance processes.

8.5.3. Reactive Maintenance

A. Identification and Reporting of Issues

1. The Users/Operators will identify and report ICT infrastructure issues requiring reactive maintenance.
2. The same personnel will report the issues to the IT Management Team.

Note: The organization should encourage users/operators to provide detailed information about the issue's nature and impact. There should also be clear communication channels for issue reporting to ensure timely responses.

B. Evaluation and Prioritization of Issues

1. The IT Management Team will evaluate reported issues and prioritize them based on urgency and impact.

Note: Collaboration with key stakeholders is essential to understand the criticality of the reported issues. Likewise, effective prioritization considers potential risks and consequences.

C. Procurement of Replacement Parts

1. The Procurement Team/IT Management Team will timely procure the necessary replacement parts and materials for repairs.

Note: The team must verify the availability of replacement parts in the inventory or from external suppliers. It should also expedite procurement for critical components to minimize downtime.

D. Shutdown and Isolation of Equipment

1. The IT Management Team will safely shut down and isolate affected equipment to prevent further damage.
2. The IT Management Team will also implement safety protocols during shutdown and isolation.

Note: The institution should train IT personnel in proper shutdown and isolation procedures to avoid accidents. It is also necessary to document the entire shutdown and isolation process, for future reference.

E. Troubleshooting and Repair of Equipment

1. The IT Team will perform troubleshooting to identify the root cause of the issue.
2. The IT Team will conduct necessary repairs to restore functionality.

Note: The utilization of appropriate diagnostic tools and methodologies expedites troubleshooting. Moreover, skilled technicians should carry out complex repairs to prevent accidents.

F. Testing and Verification of Equipment

1. The IT Management Team will test and verify the repaired equipment to ensure that it is fully operational.

Note: Thorough testing helps validate that the issue has been effectively resolved. Likewise, user acceptance testing involves end-users in verifying the functionality of the equipment.

G. Restoration of ICT Service

1. The IT Management Team will restore the ICT infrastructure to operational status.
2. The IT Management Team will also validate that all services and functions provided by the infrastructure are operational.

Note: The team should communicate with users/operators about the successful restoration of services and provide necessary support during the recovery process.

H. Documentation and Record-Keeping

1. The IT Management Team will update maintenance records and logs related to the reactive maintenance.
2. The IT Management Team will keep detailed documentation for future reference.

Note: The documentation should record the details of the issue, repair actions taken, and the personnel involved. Moreover, the records should be preserved systematically to facilitate easy retrieval, when needed.

I. Creation and Analysis of Performance Report

1. The IT Management Team will generate a performance report on reactive maintenance activities.
2. The IT Management Team will also analyze the report to identify areas for improvement.

Note: The team should evaluate the response time and efficiency of the maintenance process in resolving issues. It should also use performance data to optimize reactive maintenance processes.

J. Provision of Feedback and Recommendations

1. Users/IT Team/Management will provide feedback and share recommendations to enhance the reactive maintenance process.

Note: The team should actively seek feedback from users to gain insights into their experiences. It should also use feedback to drive continuous improvement in reactive maintenance processes.

8.6. DISPOSAL OF UNSERVICEABLE PROPERTIES

A. Identification of Unserviceable Properties

1. The Asset Management Team will identify unserviceable properties by conducting thorough assessments.

Note: A clear and standardized process and coordination with relevant stakeholders ensure accurate identification.

B. Evaluation and Authorization of Properties for Disposal

1. The Review Committee/Management will evaluate unserviceable properties and allow their disposal based on policy criteria.

Note: The establishment of a review committee ensures fair evaluation and decision-making. Moreover, adherence to organizational policies and guidelines during the evaluation process is a crucial step.

C. Documentation and Updating of Inventory Update

1. The Asset Management Team will ensure proper documentation of unserviceable properties and their status.
2. The Asset Management Team will also update the inventory records to reflect the decision for disposal.

Note: The Asset Management Team should maintain accurate records to track the status of unserviceable properties and preserve documentation for future audits and reference.

D. Selection of Disposal Method

1. The Asset Management Team will select the appropriate disposal method (e.g., auction, recycling, donation) by considering the condition, value, and specific disposal requirements of each property.

Note: The Asset Management Team should evaluate the most cost-effective and environmentally friendly disposal method, and consult with relevant experts to determine the best approach for disposal.

E. Procurement of Disposal Services

1. The Procurement Team will procure the required services or vendors for the disposal process by obtaining bids or quotes from reputable service providers.

Note: The team must observe transparency and fairness in the procurement process and verify the credibility and reliability of the selected service providers.

F. Compliance with Legal and Environmental Regulations

1. The Legal and Environmental Teams will ensure compliance with legal and environmental regulations during the disposal process.
2. Both teams will obtain necessary permits or approvals for the disposal process.

Note: The teams should always be informed about relevant laws and regulations related to property disposal. They should also prioritize environmental sustainability and safety in the disposal process.

G. Physical Disposal and Handover of Properties

1. The Asset Management Team or designated service providers will administer the physical disposal of unserviceable properties.

Note: Proper handling, transportation, and monitoring of the disposal of unserviceable properties should ensure compliance with safety standards.

H. Documentation of Property Disposal

1. The Asset Management Team will maintain complete documentation of the disposal process for each property by recording details of the disposal method, service providers, and disposal dates.

Note: The team should document the entire disposal process to create an auditable trail and keep records accessible for reference and future reporting.

I. Financial Accounting and Reporting of Disposal Process

1. The Finance Team will create financial accounting and reporting of the proceeds generated from the disposal.
2. The Finance Team will also record the proceeds and update the financial statements accordingly.

Note: The Finance Team should allocate the proceeds according to organizational policies and guidelines. It should also provide accurate financial reports to relevant stakeholders.

J. Provide Feedback and Recommendations

1. The Asset Management Team will collect feedback from involved parties regarding the disposal process.
2. The Asset Management Team will share recommendations for process improvement based on the feedback received.

Note: Feedback should be encouraged to identify areas of improvement, address any concerns, and enhance the efficiency and effectiveness of future disposal processes.

8.7. OUTSOURCING FOR MAJOR SERVICES

8.7.1. Implementation of Infrastructure Projects through Partner Agencies

A. Project Planning and Scope Definition

1. The Project Management Team will develop a comprehensive project plan. It will include the project scope definition, objectives, and deliverables.
2. The Project Management Team will collaborate with stakeholders to identify project requirements and expectations.

Note: The team should ensure clarity and alignment of project objectives with organizational goals. It should also conduct thorough research and analysis to accurately define the project scope.

B. Selection and Evaluation of Vendors

1. The Project Management and Procurement Teams will evaluate and outsource potential partner agencies or vendors based on their capabilities, experience, and alignment with project requirements.

Note: A thorough evaluation of vendors is needed to ensure their reliability and capacity to deliver. Factors such as past performance, references, and reputation should be considered during the selection process.

C. Contract Negotiation and Finalization of Agreements

1. The Project Management Team will collaborate with the Legal Team to negotiate terms and finalize agreements with selected partner agencies.
2. The teams will guarantee that all contractual obligations and responsibilities are clearly defined and agreed upon by all parties.

Note: Contracts should be meticulously reviewed to avoid any ambiguities or potential disputes. Further, it is essential to involve legal experts to ensure that the contract complies with relevant laws and regulations.

D. Project Kick-off and Resource Allocation

1. The Project Management Team will officially initiate the project and communicate its goals, roles, and expectations through a project kick-off. It will also allocate resources, accordingly.

Note: Clear communication of project timelines, milestones, and resource allocations to all stakeholders, and collaboration among team members lead to a seamless project kick-off.

E. Project Monitoring and Reporting

1. The Project Management Team will continuously monitor project progress and ensure adherence to timelines and quality standards.
2. The Project Management Team will also update stakeholders by highlighting project achievements and addressing concerns.

Note: Project management tools and software should be utilized to efficiently track progress and performance.

In addition, communicating both successes and challenges to stakeholders shows transparency.

F. Escalation and Resolution of Issues

1. The Project Management Team and Partner Agencies will promptly escalate and collaborate to address any project-related issues or obstacles.

Note: The establishment of a clear escalation matrix ensures that issues are resolved at appropriate levels. Moreover, fostering a problem-solving mindset among team members can help proactively address challenges.

G. Quality Control and Assurance

1. The Project Management Team will conduct regular quality checks, ensure that project deliverables meet defined standards, and implement quality assurance processes to maintain the desired level of performance.

Note: Clearly defined quality metrics and benchmarks help measure project success. Likewise, periodic reviews can lead to better assessment of compliance with quality standards.

H. Timely Payment and Vendor Management

1. The Finance Team will ensure timely payments to partner agencies based on agreed-upon terms. It will also manage vendor relationships and address payment-related queries.

Note: Adherence to payment schedules and terms, and open lines of communication with vendors to address payment issues promptly result in a positive relationship with vendors.

I. Communication and Engagement with Stakeholder

1. The Project Management Team will maintain regular communication with stakeholders, keep them informed of project updates and milestones, and engage them to effectively secure their support and alignment with project goals.

Note: The Project Management Team should customize communication approaches based on stakeholder preferences and needs; and address stakeholder concerns and feedback to foster collaboration and trust.

J. Completion and Handover of Project

1. The Project Management Team will guarantee the successful completion of the project.
2. The Project Management Team will also prepare for a thorough project handover to ensure a smooth transition of project deliverables from the team to the stakeholders.

Note: The team should verify that all project objectives and deliverables have been achieved before the handover. Moreover, it should document relevant project information for future reference and knowledge transfer.

K. Performance Evaluation and Feedback

1. The Project Management Team will evaluate the performance of partner agencies or vendors based on predefined criteria.
2. The Project Management Team will also gather feedback from stakeholders to identify areas of improvement.

Note: Objective and quantifiable metrics should be used to assess partner agency performance. Additionally, the team should encourage stakeholders to provide constructive feedback for continuous improvement.

L. Documentation and Analysis of Learned Lessons

1. The Project Management Team will thoroughly document project details, processes, outcomes, and learning lessons.

2. The Project Management Team will also review and analyze project experiences to identify valuable lessons and best practices.

Note: Documenting lessons learned helps avoid repeat mistakes and enhances future project planning. Furthermore, sharing of insights with stakeholders facilitates organizational learning and growth.

8.7.2. Implementation of Other Works

A. Project Planning and Scope Definition

1. The Project Management Team will develop a comprehensive project plan that outlines the project's objectives, deliverables, timeline, and budget.
2. The Project Management Team will also define the project scope, and details of the specific tasks, requirements, and boundaries to avoid scope creep and ensure clarity of objectives.

Note: The team should carefully involve stakeholders by gathering their requirements and expectations to align the scope with their needs. They should also identify potential risks and challenges during scope definition to develop effective risk mitigation strategies.

B. Allocation and Scheduling of Resources

1. The Project Management Team will evaluate available resources, including human resources, equipment, and materials, to ensure sufficient allocation for each project phase.
2. The Project Management Team will create a detailed schedule that outlines the sequence of tasks and timelines to ensure efficient project execution.

Note: Balance workload distribution among team members is essential to prevent resource bottlenecks. Likewise, anticipating resource fluctuations and allocating contingency resources help manage unforeseen events.

C. Selection and Evaluation of Vendors or Contractors

1. The Project Management Team will collaborate with the Procurement Team to identify suitable vendors or contractors for the project.
2. The Project Management Team will evaluate the vendors/contractors based on their qualifications, experience, past performance, and compliance with project requirements.

Note: The reputation, track record, certification, and legality of potential vendors/contractors should be considered to guarantee reliable and high-quality work and comply with applicable regulations.

D. Contract Negotiation and Agreement

1. The Project Management Team will negotiate the terms and conditions of the contract with the vendors/contractors to achieve the desired project objectives.
2. The Legal Team will review the contract to ensure legal validity and protection of the interests of all parties involved.

Note: Clearly defined roles, responsibilities, and deliverables of each party will lessen misunderstandings and disputes. In addition, clauses related to penalties for non-compliance and mechanisms for dispute resolution should be included in the contract.

E. Project Kick-off and Execution

1. The Project Management Team will hold a kick-off meeting to introduce the project, clarify objectives, and assign roles and responsibilities to the involved parties.
2. Detailed planning of tasks, resources, and dependencies is carried out to commence the project execution.

Note: The team should set clear project expectations and align all stakeholders towards the project's common goal. It should develop a comprehensive work breakdown structure (WBS) to ensure thorough project planning.

F. Monitoring and Reporting of Progress

1. The Project Management Team will regularly monitor the progress of the project to track task completion and identify any deviations from the schedule.
2. The Project Management Team will also create and share regular status reports with stakeholders to keep them informed about the project's progress.

Note: Project management tools facilitate real-time tracking of project progress and streamline reporting. Meanwhile, communication channels help in escalating and resolving issues.

G. Escalation and Resolution of Issues

1. The Project Management Team will identify project-related issues that may arise during the execution phase.
2. The Project Management Team will promptly escalate issues to relevant parties and collaborate to find appropriate solutions.

Note: Clear issue escalation and collaborative approach of all concerned parties efficiently address challenges and avoid delays.

H. Quality Control and Assurance

1. The Project Management Team will define specific quality standards and requirements for project deliverables.
2. The Project Management Team will also conduct regular inspections and reviews to ensure that deliverables meet the established quality standards.

Note: The team should involve relevant stakeholders in quality assurance processes to obtain their input and feedback. It should also address quality issues promptly to maintain project performance and credibility.

I. Payment and Management of Vendor Management

1. The Finance Team will ensure timely payment to vendors/contractors based on the agreed-upon terms.
2. The Project Management Team will maintain effective vendor relationships to promote smooth communication and collaboration.

Note: Both teams should adhere to payment schedules and conduct transparent financial transactions with vendors/contractors. They should also establish effective vendor communication channels to address any financial or contractual concerns.

J. Communication and Engagement with Stakeholders

1. The Project Management Team will administer regular communication with stakeholders, team members, vendors, and project sponsors.
2. The Project Management Team will provide stakeholders with regular updates on project progress, challenges, and milestones.

Note: Communication approaches should be tailored to meet the preferences and needs of different stakeholders. Moreover, stakeholders'

concern should be addressed to maintain their support and commitment to the project.

K. Completion and Handover of Project Deliverables

1. The Project Management Team will ensure that all project tasks and deliverables are completed according to the project plan and scope.
2. The Project Management Team should administer a formal handover process by transferring the completed work to relevant stakeholders.

Note: Project inspections should be conducted to verify the completeness and quality of project deliverables. The team should prepare a detailed handover documentation to facilitate a smooth transition for stakeholders.

L. Performance Evaluation and Feedback

1. The Project Management Team will evaluate the overall performance of the project and assess its achievements against initial objectives and performance metrics.
2. The Project Management Team will also gather feedback from stakeholders, team members, vendors, and project sponsors to identify areas for improvement.

Note: The Project Management Team should conduct a detailed analysis of project successes and challenges and apply lessons learned to future projects. In addition, the team should use constructive feedback to identify opportunities for enhancing project management practices.

M. Documentation and Analysis of Learned Lessons

1. The Project Management Team will create a comprehensive documentation of the project, including project plans, progress reports, and communication records.
2. The Project Management Team will also conduct a formal session on learned lessons to document project successes and areas for improvement.

Note: The project documentation should be well-organized and easily accessible for future reference. Likewise, the team should encourage open and honest discussions during the formal session to foster continuous improvement of the project management process.

Agency Logo	Name of Agency	Revision No.	0
	Infrastructure Management Process Manual	Effective Date	MM/DD/YY
	Section 9. References	Page No.	1 of 3

1. GPPB (2017) Guidelines on Establishing Procurement Systems and Organizations.
2. COA. (1989). Audit Guidelines on the Divestment or Disposal of Property and Other Assets (COA Circular No. 89-296, s.1989)
3. DSWD Administrative Order 06 Series of 2017 Comprehensive Guidelines on the Management of DSWD Properties
4. DSWD BGMD Operations Process Flow and Procedures
5. Guidelines on the Implementation of Section 23 of the General Provisions of Republic Act (RA) No. 11639
6. <http://kemi.ac.ke/index.php/ict-maintenance>
7. www.dbm.gov.ph/wp-content/uploads/BESF/BESF2019/GLOSSARY.pdf
8. National Archives of the Philippines (NAP) General Circular No. 1 and 2
9. Implementing Rules and Regulations of the Republic Act No. 11058 entitled “An Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof
10. National Building Code of the Philippines (P.D 1096)
11. National Structural Codes of the Philippines (NSCP), 2015 Edition
12. Philippine Electrical Code, 2017 Edition
13. Revised Estimated Useful Life in Computing Depreciation for Government Property, Plant and Equipment (COA CIRCULAR NO. 2003-007)
14. Revised National Plumbing Code of the Philippines
15. Republic Act No. 9184, entitled “Government Procurement Reform Act”
16. DSWD Building Standards and Facilities Management (drafted Manual)

Agency Logo	Name of LGU	Revision No.	0
	Infrastructure Management Process Manual	Effective Date	MM/DD/YY
	Section 10. Review, Approval and Amendment	Page No.	1 of 3

This Manual is periodically reviewed every three (3) years to ensure up-to-date information and relevance. It undergoes appropriate review, approval, storage, and retention processes in accordance with the Control of Documented Information Manual.

Agency Logo	Name of LGU Infrastructure Management Process Manual Section 11. Annexes	Revision No.	0
		Effective Date	MM/DD/YY
		Page No.	1 of 3

Annex	Form/Template	Description	GASD User
A	Property Transfer Report	Monitors the movement of equipment or properties from one accountable officer to another	ASU
B	Inventory of Properties	Reflects inventory physical count of properties	ASU
C	Inventory And Inspection Report of Unserviceable Property	Provides the list of properties that are no longer feasible for use	ASU
D	ICT Equipment	It is designed to preserve and enhance equipment reliability	ITSU
E	Computer Service Request Form	Enables to report issues or request repairs by sharing contact details, choosing the problem category, and adding additional comments or explanations if needed	GSU TSU ITSU
F	Customer Feedback Form	Measures satisfaction of end users or requesting offices on the provided services	ASU GSU TSU ITSU

Annex	Form/Template	Description	GASD User
G	Annual Procurement Plan	Reflects the necessary information on the entire procurement activities for goods, services, and infrastructure	ASU GSU TSU ITSU
H	IT Equipment Maintenance Schedule	Reflects schedule or status of maintenance of equipment	ITSU
I	Maintenance Checklist/Schedule	Reflects the inspection program and schedule of maintenance	GSU TSU ITSU
J	Maintenance/Work Order Form	Provides detailed information on the type of maintenance work that needs to be performed	GSU TSU ITSU
K	Requisition and Issue Slip (RIS) and Purchase Request (PR)	Reflects details of materials or services for procurement	ASU GSU TSU ITSU
L	Technical Assistance Request Form	Describes the the requested Building/Facility Inspection, Preventive Maintenance, and Engineering and Architectural job requests and assistance and other services	GSU TSU ITSU
M	Pre-Repair Inspection/ Inspection Report	Assess the need and scope of repairs required for the equipment.	ASU

I. ANNEXES

A. PROPERTY TRANSFER REPORT

Office:				
From: Accountable Officer/Agency/Office/			Date	
To: Accountable Officer/Agency/Office/			PTR Number	
Transfer Type: Reassignment:				
Date Acquired	Property Number	Description	Amount	Condition of PPE
Reason for Transfer:				
Remarks				
Received by: Signature _____ Printed Name: Designation: Date:			Released/ Issued by: Signature _____ Printed Name: Designation: Date:	
Approved by: Signature _____ Printed Name: Designation: Date			Recommending Approval by: Signature _____ Printed Name: Designation: Date:	

B. INVENTORY OF PROPERTIES/REPORT ON THE PHYSICAL COUNT OF INVENTORIES

Type of inventory item								
As of _____								
For which (Name of Accountable Officer) (Designation) (Entity Name), is accountable, having assumed such accountability on (date of assumption)								
Article	Description	Stock Number	Unit of Measure	Unit Value	Balance per Card	On Hand per count	Shortage/ Overage Remarks	Remarks
					quantity	quantity	quantity	Value
Certified Correct by:				Approved by:		Verified by:		
Signature over printed name of Inventory Committee				Signature over printed name Head of Office/Agency		Signature over printed name of COA representative		

C. INVENTORY AND INSPECTION REPORT OF UNSERVICEABLE PROPERTY

Entity name:																						
Name of Accountable Officer							Designation							Station								
Date Acquired	Particular Articles	Property No.	Qty	Unit Cost	Total Cost	Accumulated Depreciation	Accumulated Impairment Losses	Carrying Amount	Remarks	Sale	Transfer	Destruction	Others (specify)	Total	Appraised Value	OR No.	Amount					
I here request inspection and disposition pursuant to Section 79 of PD 1445 of the property enumerated above										<div> <div>I certify that I have inspected each and every article enumerated in this report, and that the disposition made thereof was, in my judgment, the best for the public interest</div> <div> <div>Signature over printed name</div> <div>Designation</div> </div> <div> <div>Signature over printed name</div> <div>Designation</div> </div> </div>												
										<div> <div>I certify that I have witnessed the disposition of the articles enumerated on this report this ____ day of ____</div> <div> <div>Signature over printed name</div> <div>Designation</div> </div> </div>												

D. ICT EQUIPMENT MAINTENANCE CARD

Computer ID		Center	
IP Address		User	
Maintenance Schedule			
Hardware	Check	Service	Remarks
Processor		Vacuum	
		Others	
Hard disk		Defrag	
		Surface scan	
Motherboard		Vacuum	
Memory		Vacuum	
VGA		Vacuum	
Casing		Polishing	
CD Rom		Lens Cleaning	
CD RW		Lens Cleaning	
DVDR		Lens Cleaning	
Floppy		Lens Cleaning	
Power supply		Vacuum	
Printer		Vacuum	
Keyboard		Vacuum	
Mouse		Cleaning	

(Form continued on next page)

Software		Service	Remarks
MS Windows		Virus scan	
MS Office		Virus scan	
Reformat			
Back-up files			
Acknowledgment			
Technician			
User			
Date			
Legend: D/Rpr – Defective for repair D/RPI – Defective for replacement D/Disposal – Defective for disposal OK			

E. ICT SERVICE REQUEST FORM

Requestor		Control No.	
Center		Serviced by	
Date of request		Date of response	
Time of request		Time of response From: _____ To: _____	
Complaint			
___ Software Installation	___ Format PC/back-up files	___ Virus Detection and Removal	
___ E-Mail Problem	___ Hardware installation	___ Printer problem	
___ File Recovery/Sharing	___ Internet Connection	___ Coaching	
___ Re Lay-out	___ Network/LAN connection	___ Others	
Remarks			
	Overall Satisfaction	5 4 3 2 1	5 = very satisfied; 3 = satisfied; 1 = not satisfied
Response time	5 4 3 2 1	5 = 1 hour and below; 4 = 2-3 hours; 3 = 4-5 hours; 2 = 6-7 hours; 1 = 8 hours above	
Quality of service	5 4 3 2 1	5 = very satisfied; 3 = satisfied; 1 = not satisfied	
Comments/Remarks			
Signature of Requester/Date _____			

F. CUSTOMER FEEDBACK FORM

Requestor		Control No.	
Office		Serviced by	
Date of request		Date of response	
Time of request		Time of response From: _____ To: _____	
Complaint			
TA requested			
Remarks			
	Overall Satisfaction	5 4 3 2 1	5 = very satisfied; 3 = satisfied; 1 = not satisfied
Response time	5 4 3 2 1	5 = very satisfied; 3 = satisfied; 1 = not satisfied	
Quality of service	5 4 3 2 1	5 = very satisfied; 3 = satisfied; 1 = not satisfied	
Comments/Remarks			
Signature of Requester/Date _____			

G. ANNUAL PROCUREMENT PLAN

Annual Procurement plan										
Office:										
					Schedule of Procurement Activity					
Code (PAP)	Procurement Program/ Project	End- User	Mode of Procurement	Ads/ Posting	Pre-Bid Conference	Opening of Bids	Notice of Award	Contract Signing	Estimated Budget	Remarks
Prepared by:			Reviewed by:				Approved by:			

H. IT EQUIPMENT MAINTENANCE SCHEDULE

Name of Office	Location	Area	Maintenance Work	Schedule of Last Maintenance	New Maintenance Schedule
		ICT system backup			
		IT equipment preventive maintenance			
		System/ Network maintenance			

Assigned ITSU Personnel:

Supervisor:

ITSU Head:

I. MAINTENANCE CHECKLIST/SCHEDULE

Location	Part or Area	Previous Schedule of Maintenance	Schedule of Maintenance
ARCHITECTURAL			
	Building Exterior: Flooring, sidewalk and ramp		
	Masonry Walls		
	Glass Wall		

(Form continued on next page)

Location	Part or Area	Previous Schedule of Maintenance	Schedule of Maintenance
ARCHITECTURAL			
	Doors and Windows		
	Verandas and Fire Escape Stairs		
	Gutters and Downspouts		
	Roofing		
	Building Interior: Floor – Tiles Finished		
	Floor – Concrete or Cement Finished		
	Wall – Tile Finished		
	Wall – Cement Finished		
	Wall – Glass Wall		
	Ceiling		
	Doors and Windows		
	Stairs		
	Other Furniture		

(Form continued on next page)

Location	Part or Area	Previous Schedule of Maintenance	Schedule of Maintenance
ARCHITECTURAL			
	Doors and Windows		
	Verandas and Fire Escape Stairs		
	Gutters and Downspouts		
	Roofing		
	Building Interior: Floor – Tiles Finished		
	Floor – Concrete or Cement Finished		
	Wall – Tile Finished		
	Wall – Cement Finished		
	Wall – Glass Wall		
	Ceiling		
	Doors and Windows		
	Stairs		
	Other Furniture		

J. MAINTENANCE ORDER FORM

Requestor	Control No.
Office	Serviced by
Date of request	Date of response
Time of request	Time of response From: _____ To: _____
Request/Complaint:	
Work to be performed:	
Remarks:	
Schedule of work:	Date when actual work was performed:
Status of work performed:	
GSU Assigned Personnel:	GSU Assigned Personnel:
GSU Supervisor:	Requesting Office:
Remarks:	

K. REQUISITION AND ISSUE SLIP (RIS) AND PURCHASE REQUEST (PR)

PURCHASE REQUEST(PR) FORM					
Office: Name:			Fund Cluster:		
Office/Section :		PR No.: <hr style="border: 0; border-top: 1px solid black; margin: 2px 0;"/> <hr style="border: 0; border-top: 1px solid black; margin: 2px 0;"/> Responsibility Center Code : <hr style="border: 0; border-top: 1px solid black; margin: 2px 0;"/>		Date:	
Stock/ Property No.	Unit	Item Description	Quantity	Unit Cost	Total Cost
			Total Amount		
Purpose:					
Signature		Requested by: <hr style="border: 0; border-top: 1px solid black; margin: 2px 0;"/>		Approved by: <hr style="border: 0; border-top: 1px solid black; margin: 2px 0;"/>	
Printed Name					
Designation					

REQUISITION AND ISSUE SLIP (RIS) FORM

Entity Name:				Fund Cluster :			
Division : Office:				Responsibility Center Code : ____ RIS No. : _____			
<i>Requisition</i>				Stock Available?		Issue	
Stock No.	Unit	Description	Quantity	Yes	No	Quantity	Remarks
Purpose:							
Signature	Requested by:	Approved by:			Issued by	Received by	
Printed Name							
Designation							
Date							

L. TECHNICAL ASSISTANCE REQUEST FORM

Requestor	Control No.
Center	
Date of request	
Time of request	
Complaint:	Nature of TA Requested <input type="checkbox"/> Emergency maintenance <input type="checkbox"/> Minor Job Request <input type="checkbox"/> Repair, Replacement and/or Renovation (Materials and Labor Inclusive) <input type="checkbox"/> Engineering and Architectural Job Request <input type="checkbox"/> In-House Fabrication and Office Arrangement <input type="checkbox"/> Others _____
Work to be performed:	
Remarks:	
Schedule of work:	Date when actual work was performed:
Status of work performed:	
Assigned Personnel:	Assigned Personnel:
Supervisor:	Requesting Office:
Remarks	

Customer Satisfaction			
	Overall Satisfaction	5 4 3 2 1	5 = very satisfied; 3 = satisfied; 1 = not satisfied
Response time	5 4 3 2 1	5 = very satisfied; 3 = satisfied; 1 = not satisfied	
Quality of service	5 4 3 2 1	5 = very satisfied; 3 = satisfied; 1 = not satisfied	
Comments/Remarks			
Signature of Requester/Date _____			

M. PRE-REPAIR INSPECTION/INSPECTION REPORT

REQUEST FOR PRE-REPAIR INSPECTION	
Description of Property:	Date:
Name of Requisitioner:	
Type:	Brand / Model :
Serial No.:	Property No. :
Date of Last Repair:	Nature of Last Repair :
Defects / Complaints:	
Nature and scope of work to be done:	
Requested by:	
INSPECTION REPORT	
PRE-REPAIR :	
Finding/s :	
Recommendation:	
Requested by :	
Inspected by:	
Noted :	

(Form continued on next page)

POST-REPAIR :	
Inspection No. :	Date of Inspection :
Name of Repair Shop :	
Address :	
Letter Order No. :	Date :
Invoice No. :	Date :
Amount :	
Finding/s :	
Recommendation :	
Certified correct :	
Noted :	



Publication Team

Technical Writers and Project Team:

Arnel D. Abanto (Acting Vice President, Productivity and Development Center)

Melani Garcia-Mercader (Director, AIDO, PDC)

Evangeline M. Macariola (Supervising Fellow)

Angela C. Vargas (Project Manager)

Philip Jourdan C. Olimpiada (Project Staff)

Edmon G. Legua (Project Staff)

Technical Reviewer:

Jomar A. Pastrana

Copy Editors:

Evangeline M. Macariola

Amor L. Avendaño

Joseph Albert A. Gamboa

Ellinor T. Santos

Arvie Joyce G. Cayabyab

Sophia Marie M. Castro

Melani G. Mercader

Design and Layout Artist:

Pedrito E. Garcia, Jr.

Contributor:

DAP - ITCD

