 جامعة الشارقة UNIVERSITY OF SHARJAH	Policy Main Title	Central Labs	Effective Date	01-Nov-19
	Policy Subject	Lab Equipment Maintenance	Last Review date	01-Nov-22
	Policy Number	UOS/CLD/MS/03	Next Review date	01-Nov-23
	Responsible Entity	Central Laboratories Directorate – Maintenance section	Approved By	Deanship of Academic Support Services

Overview

Routine maintenance requirement is a key factor to enhance the life of equipment. To get efficient work and results from any lab equipment and machinery there are some basic steps that should be followed, and routine service & maintenance is a key step to increase the productivity and efficiency of equipment. Central labs maintenance committed to ensure proper maintenance, troubleshooting and repair of the lab equipment, instruments, and machinery which are using for teaching and research purposes in all the labs and also provide extensive support by facilitating alternative solutions as far as reasonably practical to lab staff to avoid any delay caused by the breakdown of the equipment and instruments. Provide best support for lab equipment services and maintenance from suppliers /manufacturers during warranty and after warranty as well. Manage key spare parts / consumables for equipment / machinery to avoid delay in services.

Scope

This procedure applies to all equipment and machinery available in the laboratories under Central Laboratories Directorate, University of Sharjah.

Purpose

The purpose of this policy is to:

- Ensure that all labs equipment are in good working condition as per the manufacturer's standards.
- Ensure that any equipment breakdown call received is handled professionally.
- Describes the roles of Maintenance engineers and technicians after an equipment breakdown call is received.
- Ensure that all equipment maintenance under warranty is carried out by the supplier in a timely manner in order to utilize the warranty period.
- Defines the roles of Maintenance team in inspecting faulty and non-repairable equipment and to prepare defective equipment report for disposal.

Abbreviation

CLD – Central Laboratories Directorate

CLDMT – Central Laboratories Directorate Maintenance Team

DCLD – Director Central Laboratories Directorate


MMO – Maintenance Management Officer

MTENG – Maintenance Engineer

DASS – Dean of Academic Support Services

UCLC – University Central Laboratories Committee

LS – Lab Staff: (Lab Supervisors, Lab Officers, Lab Engineers, Clinical Tutors, Lab Technicians and research assistant)

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LFM – Labs Faculty Member (Professor, Associate Professor, Assistant Professor, Lecturer and Researchers)

LTL – Lab Team Leader

RDE – Report of Defective Equipment

AMC – Annual Maintenance Contract

CAF – Computer Aided Facilities Management

LSO – Lab Safety Officer

Reference


- Education Sector Environment, Occupational Health & Safety Management System General Framework Version 2.0 / January 2020 (Risk Management Program for Scientific Laboratories).
- Quality Management System ISO 9001:2015 / Clause: 8.5.1 (Control of Production and Service Provision)
- OSHAD-SF, version-3, May 2017; Clause: 11b, c, (Equipment Test, Inspection & Maintenance).
- CAA Standards for Institutional Licensure and Program Accreditation Dec 2019.
- Manufacturer installation guidelines and service manual for equipment

Policy


- a) Maintenance team should ensure that labs equipments are working properly as per requirements.
- b) Maintenance team should provide support for any malfunctioning and breakdown for lab equipment.
- c) Maintenance team committed to do preemptive measures to reduce breakdown of lab equipment.
- d) Maintenance team should do arrangement to proper disposal of defected/obsolete lab equipment.

Procedure


RESPONSIBILITY		ACTION
	1.0	General
CLDMT	1.1	Responsible for maintenance and Troubleshooting of all lab equipment, instruments and machinery present in the laboratories and to ensure they are in good working condition after troubleshooting.
	1.2	Main parties involved in lab equipment maintenance include: <ul style="list-style-type: none"> • End user (Academicians / Lab staff) • Procurement Department • Fixed Assets Unit • Vendors (External Suppliers) • Central Laboratories Directorate
CLDMT	1.3	Authorized to do maintenance & troubleshooting on equipment's and machines present in the labs and fall under Central Laboratories

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RESPONSIBILITY		ACTION
		Directorate.
CLDMT & LS/LFM/LTL	1.4	Ensures manufacturer's manuals / instructions are available for the equipment and machines, when needed / practical.
MMO/Fixed asset team	1.5	All equipment and machines shall carry unique reference number for easy identification and traceability. Note: These can be done through Fixed Asset department and CAFM system.
CLDMT	1.6	Ensures on time maintenance of the lab equipment's and machines (as appropriate) in order to ensure proper functioning and reduce chances of major breakdown.
	1.7	Ensures measuring instruments used for maintenance have valid calibration as per LS/LFM/LTL requirement. Measuring instruments require calibration, are calibrated as per equipment calibration schedule.
CLDMT	1.8	May shift the defective lab equipment in CLD workshop if required.
CLDMT	1.9	Complies with any new plan generated by Central Labs Directorate or University of Sharjah due to any pandemic situation.
	2.0	Lab Equipment Maintenance Procedure
	2.1	Receiving New Maintenance Request
LS/LFM/LTL	2.2	CLD has implemented new online CAFM system for maintenance requests. End users have to log all maintenance requests for lab equipment through Central Lab portal on University of Sharjah website by selecting maintenance request. CAFM is linked with active directory, requester details are updated automatically and other necessary fields to be filled by requester are as below: <ul style="list-style-type: none"> • Equipment Details. • Building. • Department. • Contact Number • Room Number. • Problem Description. • Any attachment (if available).
CLDMT/MMO/MTENG	2.3	A new task is created automatically for CLD Maintenance team in CAFM and MMO will assign to the relevant MTENG/Technician or MTENG can accept the new maintenance tasks.

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RESPONSIBILITY		ACTION
CLDMT/MMO	2.4	All CLDMT receives email notifications when a new Maintenance request is assigned to any engineer/Technician in CAFM. An event of urgent service request, MMO will inform the responsible resources over phone for immediate response.
	3.0	Review of Maintenance / Service Request Received
MMO	3.1	On receiving any maintenance request, MMO reviews the request to ensure all required information are given.
MMO	3.2	In case applicable form is lacking sufficient or required information, MMO may seek further clarification from the respective staff in order to take appropriate action for maintenance.
Assigned MTENG	3.3	For all the maintenance requests received in the central labs, the assigned maintenance engineer gets the estimated cost from supplier through email in loop with procurement department to evaluate the maintenance cost. If maintenance cost is beyond current value of the equipment, then submits recommendations to the DCLD to discard the equipment and remove it from the asset list.
	4.0	Maintenance of Faulty Lab Equipment or Machine
Assigned MTENG / Technician	4.1	Assigned maintenance engineer or technician inspects the equipment and verifies that the equipment falls under warranty or external Annual Maintenance Contract.
Assigned MTENG / Technician	4.2	If the Equipment is still under warranty or under AMC, assigned maintenance engineer or technician contacts the responsible parties to trouble shoot the problems. In case equipment is out of warranty the assigned Engineer or Technician evaluates the nature of machine fault by visiting the location of the equipment. If it minors in nature, then assigned maintenance engineer/ technician troubleshoots or rectifies the fault immediately (depending upon spare parts availability).
Assigned MTENG / Technician	4.3	If the fault is major in nature, i.e., requires more troubleshooting & replacement of major spare parts, marks it "Under Repair" and finally determines the spare parts that need replacement.
Assigned MTENG	4.4	If equipment is capital and spare parts are not available locally, then assigned engineer contacts the manufacturer/authorized dealer/service providers for troubleshooting & service quotation keeping procurement officer in loop, in order to ensure equipment is satisfactorily repaired within given time frame.
Assigned MTENG	4.5	Requests the DCLD to approve the purchase of required spare parts or

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RESPONSIBILITY		ACTION
		authorized dealer/contractor service charges.
DCLD	4.6	Sends Approved request to Technical Support Team for processing through procurement department.
Assigned MTENG / Technician	4.7	On receiving the spare parts/ dealer maintenance purchase order Assigned maintenance Engineer or technician performs receiving inspection of the spare parts vis-a-vis specifications mentioned in the purchase requisition.
Assigned MTENG / Technician	4.8	If the spare parts are as requested, assigned maintenance engineer/ technician replaces the spare parts for the faulty equipment or machine and perform the test run. In case test run results are satisfied, equipment is handed over to the end user.
Assigned MTENG/ Technician	4.9	If dealer/contractor service requested, assigned maintenance engineer coordinate with the dealer/contractor to complete the troubleshooting for the faulty equipment or machine and perform the test run. Once test run results are satisfied and confirmed by CLDMT the equipment is handed over to the end user.
	5.0	Service and Maintenance for Equipment/Machine damaged due to an Incident
LS/LFM/LTL	5.1	In case if an equipment is damaged due to an incident immediately contact the CLDMT (Refer to Emergency Contact List).
CLDMT/MMO	5.2	On receiving service/maintenance request for any lab equipment damaged due to an incident, MMO will inform the incident to CLDMT, and CL Maintenance team will coordinate with CL Safety team for Urgent response.
CLDMT	5.3	High Priority is given for Incident or Emergency cases, CLDMT rush to the site and respond.
CLDMT/LSO	5.4	Once the site is safe for entering, LSO and CLDMT performs a visual inspection in the laboratory and related instruments to figure out the cause of incident without touching/removing any proof of damage.
CLDMT	5.5	After all investigations done by concerned departments, CLDMT reviews the instrument damages and recommend the instrument for Service or Discard, CLDMT follows the necessary procedures in sections 4.0 and 6.0 according to CL Engineer recommendations.
	6.0	Discarding / Removal of the Faulty Equipment
DCLD	6.1	Reviews the recommendation with signed Report of Defective Equipment (RDE) submitted by the assigned maintenance engineer for discarding the faulty equipment and removing from the asset list. If DCLD finds that the recommendation is appropriate considering equipment is beyond

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RESPONSIBILITY		ACTION
		economic repair, then approves discarding of faulty equipment and removal from the asset list. Hard or Electronic Copy.
MMO	6.2	Sends notifications (DCLD Approved RDE) to the Fixed Asset Unit for collection of the faulty equipment from the respective lab for further proceedings. Hard or Electronic Copy.
CLDMT/MMO	6.3	Advises end user to send a purchase request for new equipment and MMO will change the status of asset in the CAFM System.
	7.0	Monitoring and Control
MMO	7.1	Submits Semi-Annual report on local requests to the DCLD.
DCLD	7.2	Reviews the Semi-Annual report and if require, calls a meeting with MMO, MTENG to discuss issues, concerns, maintenance requests status, emergency cases, complicated cases, etc. Advise the maintenance engineers as deemed necessary.
CLDMT/MMO	7.3	Ensures lab equipment maintenance requests are resolved within defined time frame. MMO coordinate the service process with requester and CLDMT
MMO	7.4	Semi-Annual Lab Equipment Maintenance report is prepared high lighting but not limited to followings: <ul style="list-style-type: none"> • Total number of maintenance requests received • Total number of maintenance requests resolved within defined time • Total number of maintenance requests resolved beyond defined time • Reasons / root causes for resolving maintenance request beyond defined time
	8.0	Records
CLDMT/MMO	8.1	Ensures that electronic version and / or hard copy of following records are maintained for a period of three years. <ul style="list-style-type: none"> • Maintenance Requests Task List from CAFM system • Semi-Annual Lab Equipment Maintenance Report • Dealer Service Reports • Calibration records / certificates of measuring instruments (if applicable). • Report for Defective Equipment (MS/FR/04).
CLDMT/MMO	8.2	Disposes above mentioned records after expiry of retention period. Disposal may include: <ul style="list-style-type: none"> • Send to store • Destroy the records • Shred the records • Archive the records

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Document Amendment Record

Date	Description of Amendment	Pages Affected
28-06-2022	Add Overview, Purpose, Scope, Reference, and Policy statements	1-2
	Adding new statement for Pandemic/Emergency situations in clause no 1.9.	3
	Adding options for required documents submittal in clause no. 6.1 and 6.2	5-6