

ESTATES HSE WEST

Audit Date: 18th May 2009

Audited Procedure: 106 Procedure for Maintenance Request. Aug 04 rev 0

Auditee: Tony Mc Bride.

ref	Question	Answer	Nc/obs	Action planned By whom expected completion date	Closed out date and verification details
1.	Are all calls routed through the Help Desk in the regional hospital?	Yes all call go through the help desk.			
2	Are all relevant details recorded on the system?	A standard template is used to record all details.			
3.	Is a work order no allocated to each job?	Yes reviewed work codes allocated for last week. – ok			
4.	Are work orders issued to the foreman 3 times a day?	Yes. The Forman receives work orders three times a day.			
5.	Did the foreman review and report back to the help desk?	Checked report 27/4/09- 14/5/09 - Yes the Forman did report back to the help desk on status of the jobs for the Help desk to update the system.			

6.	Was the backlog reviewed by T.S.S. Foreman?	Yes the backlog was reviewed around every four months by Estates Foreman.			
7.	How are jobs issued to Croom And Maternity?	Job are faxed out to Croom and the Maternity Hospitals. This control needs to be incorporated into the procedure.	Nc	Job are faxed out to Croom and the Maternity Hospitals. This control needs to be incorporated into the procedure.	
5.	Read and review the procedure are there other issues with the procedure.	Reference are made to Technical Services Foreman.	Nc	Remove references to Technical Services.	