

## ESTATES HSE WEST

Audit Date: 12<sup>th</sup> June 2009

Audited Procedure: 108 Procedure for requesting Maintenance revision 0

Auditor: Louise Naughton

Auditee: Jim Enright Department.

ref	Question	Answer	Nc/ obs	Action planned By whom expected completion date	Closed out date and verification details
1.	Are Maintenance request done by phone, email, fax.	Yes all maintenance request are received by phone, fax or email.			
2.	Do the maintenance request detail the following information include – dept, location, requested by, date work requested, title and phone number of requester?	Reviewed Maintenance request from Shannon social work dept, dated 4 <sup>th</sup> feb 2008, request for maintenance completed on 5/2/08 and signed off by foreman when completed.			
3.	Do the Forman collect work request every day?	Yes. This is what happens checked with Claire and Jim.			
4.	Did the foreman sign off the jobs as they are completed?	Reviewed Request for maintenance from Shannon Health Centre dated 5/6/08, signed off by foreman when work complete.			
5.	Are the forms put up on the computer system?	Yes. A spread sheet is maintained to log all maintenance requests reviewed today with Claire.			
6.	Is an annual report for 2008 drafted with summary	Yes. Reviewed report 2008.			

	of all Maintenance Request's.				
7.	Read and review the procedure are there other issues with the procedure.	Reference are made to Technical Services.	Obs .	Remove reference to Technical Services from the procedure. There are reference to Technical Service.	This was done and procedure now at rev 01 dated 12/6/09