



**DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA PERAK
CAMPUS SERI ISKANDAR**

PRACTICAL TRAINING (BSR 360)

Topic:

**STANDARD OPERATION PROCEDURE (SOP) TO APPOINT CONTRACTOR IN
MAINTENANCE WORK**

Prepared for:

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Report title : **How to appoint contractor in maintenance work.**

No.	Report Content	Remarks
1	<p>Chapter 1 : introduction of maintenance</p> <ul style="list-style-type: none">I. Definition of maintenance (refer to lecture review/ internet/reference book)II. Type of maintenance (Breakdown maintenance , preventive maintenance, corrective maintenance)III. Why we need maintenance at building (Reason we need maintenance, effect if not do maintenance)	
2	<p>Chapter 2 : Main topic (Contract and tendering process for maintenance work)</p> <ul style="list-style-type: none">I. Case study - Tiara Ampang Condominium & Selaman Biz Park (background of case study, location, function of this building)II. Maintenance in case study (brief in detail about case study)III. How the management in this building manage the contract and tendering process,SOP (main topic), flow chart (compare case study about the management ,elaborate in detail)IV. Conclusion ,	
3	<p>Chapter 3 : Appendix</p> <ul style="list-style-type: none">I. PhotoII. ReferenceIII. Maintenance billIV. Maintenance contract	

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Introduction

Every building must have their own maintenance program. It is because to make sure the building safe for occupant. For example my case study is Tiara Ampang Condominium and Selaman Biz Park. Both of this building have their own maintenance. For the security, cleaning and lift system in this building have a contractor to handle it. To appoint the contractor, Selaman Sdn Bhd must follow Standard Operation Procedure (SOP).

Standard Operation Procedure is a set of step by step instruction complied by an organization to help workers carry out routine operations. SOPs aim to achieve quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulation.

Advantages in practice Standard Operation Procedure while working is minimizing learning downtime. SOPs provide employees with a framework for completing role requirement while minimizing dependence on co-worker's availability for answering question. Besides, SOP also ensuring understanding of the role. The ability to clearly articulates roles and responsibilities provides assurance that an individual understands the roles and responsibilities. Next, ensuring consistency in the performance of duties. SOPs provide an additional level of assurance of consistency. In conclusion SOP very importance before doing any work daily.

Chapter 1

*Literature review: Maintenance
management in Building*