




The Catholic University of Eastern Africa

TITLE	AUTHOR
REPORTING FAULTY EXT/LINES CUEA/DVC-ADM/I&I/007	ASSISTANT ADMINISTRATOR
	NO. OF APPENDICES:
	2 (TWO)

AUTHORIZATION


This Standard Operating procedure is issued under the authority of:

TITLE	DEPUTY VICE- CHANCELLOR/ADMINISTRATION
SIGNATURE	
DATE	23 February 2011
ISSUE DATE	23 March 2011
STAMP CONTROLLED / UNCONTROLLED	CONTROLLED

NOTE:

1. Write amendments on the page provided (Clause 0.2)
2. Controlled copies of this document will be in the Assistant Administrator and the Deputy Vice-Chancellor Administration's office

Revision	00		Date	18- Jan 2011
----------	----	--	------	--------------

	Standard Operating Procedure	CUEA/DVC-ADM/I&I/007
Title	Reporting of Faulty ext./Lines	Page 2 of 6

0. CONTENTS AND RECORD OF CHANGES

0.1 Table of Contents

0. CONTENTS AND RECORD OF CHANGES.....	2
1. PURPOSE	2
2. SCOPE	2
3. TERMS AND DEFINITIONS.....	3
4. REFERENCES	2
5. PRINCIPAL RESPONSIBILITIES	3
6. METHODS.....	3
7. APPENDICES	4
8. ASSOCIATED DOCUMENTS	

0.2 RECORD OF CHANGES

No.	Date <i>(dd-mm-yy)</i>	Details of Changes		Authorization <i>Title</i>
		<i>Page</i>	<i>Clause/sub clause</i>	

0.3 Distribution / Circulation

This standard operating procedure is available on CUEA servers for authorized users


1. Purpose: This process outlines reporting of faulty extension/lines to ensure smooth communication flow within the organization and beyond.

2. Scope: This procedure shall be used by the switch board operators.

3. Reference:

3.2. Daily fault occurrence register

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

	Standard Operating Procedure	CUEA/DVC-ADM/I&I/007
Title	Reporting of Faulty ext./Lines	Page 3 of 6

4. Terms and Definitions:

For the purpose of this procedure the following terms shall apply in addition to those already found in the CUEA Quality Management Manual

- 4.1 MR – Mail & Reception
- 4.2 OP – Operational Procedure
- 4.3 DVC – Deputy Vice-Chancellor
- 4.4 HOD – Head of Department

5. Responsibility: It is the responsibility of the switch board operators to ensure the procedure is followed.

6. Method:

6.1. The telephone operator shall receive the report of the faulty extension/line.

6.2. The telephone operator shall record the faulty in the daily fault occurrence register.

6.3. The telephone operator shall then report the faults to the contractor to come and check and give a report to the telephone operator.

6.4. The telephone operator shall evaluate and check the contractors report.

6.4.1. If the spare parts are required, the telephone operator will forward to the HOD the specification of the spare parts.

6.4.2. If the spare parts are not required, the telephone operator will instruct the contractor to go ahead with repairs.


6.5. The HOD shall check and evaluate the specified spare parts.

6.5.1. If the spare parts are indeed required, the HOD shall arrange for the purchase of the spare parts and forward to the telephone operator.

6.5.2. If the spare parts are not indeed required, the HOD shall inform the telephone operator with reasons.

6.6. The telephone operator shall forward the spare parts to the contractor to do the repairs and the process ends.

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

	Standard Operating Procedure	CUEA/DVC-ADM/1&1/007
Title	Reporting of Faulty ext./Lines	Page 4 of 6

7. Appendices

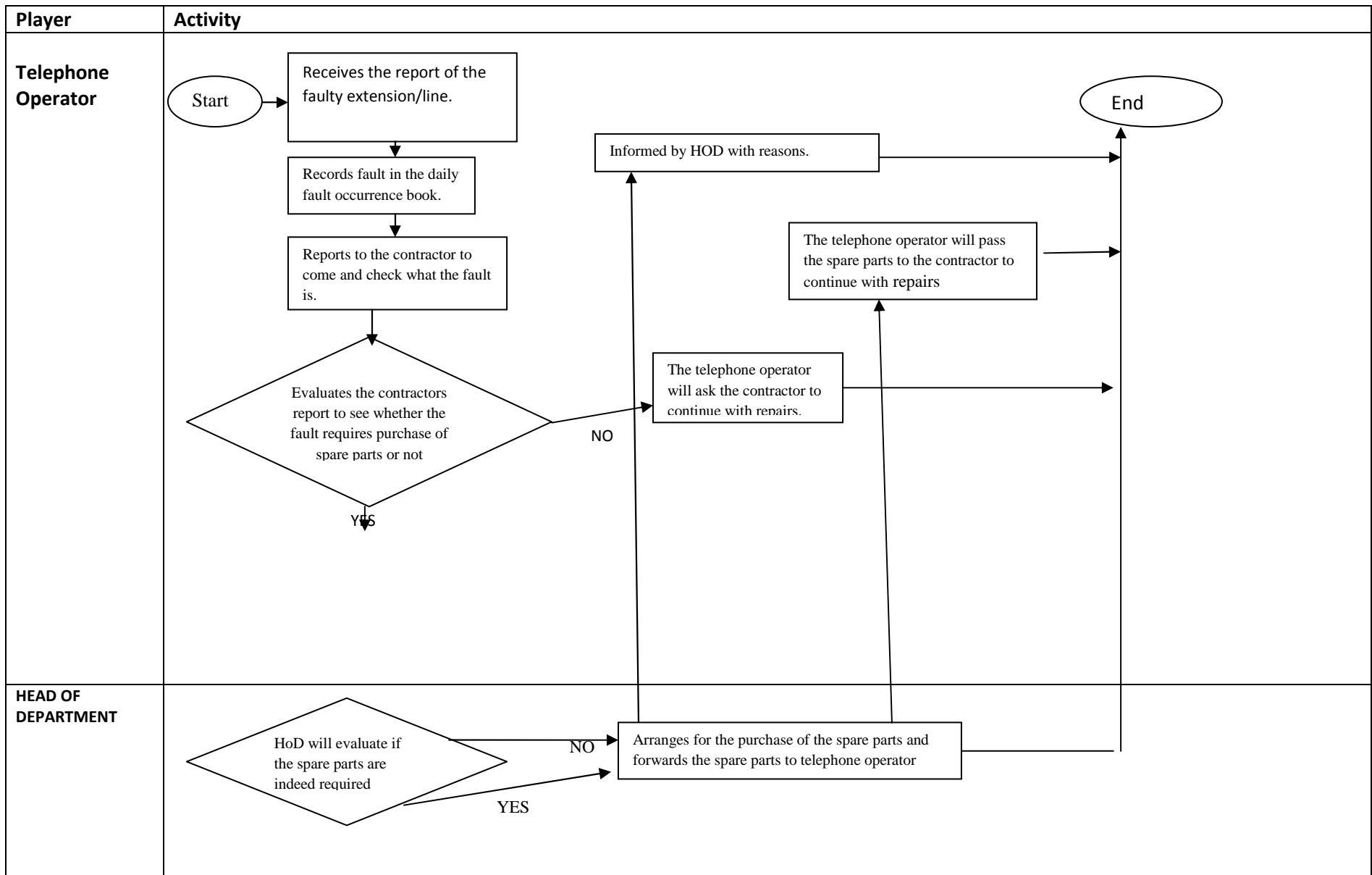
7.1. Appendix A: Procedure map

7.2. Appendix B: Daily Faulty Occurrence Register


Appendix A: Reporting Faulty Ext./Lines

Procedure for reporting faulty extensions/lines

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------



Revision	00		Date	18- Jan 2011
----------	----	--	------	--------------

	Standard Operating Procedure	CUEA/DVC-ADM/I&I/007
Title	Reporting of Faulty ext./Lines	Page 6 of 6

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------