


The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR REPAIRS AND SERVICE (CUEA/DVC ADM/MTN/03)	TRANSPORT & MAINTENANCE OFFICER
	NO. OF APPENDICES:
	THREE (3)
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
TITLE	DEPUTY VICE CHANCELLOR ADMINISTRATION, FINANCE AND PLANNING
SIGNATURE	
DATE	7 January 2019
ISSUE DATE	7 January 2019
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 Transport / Maintenance and the DVC Administration, Finance and Planning Office	

0. CONTENTS AND RECORD OF CHANGES

Revision			Date	
02			7 Jan 2019	

	<h1>Standard Operating Procedure</h1>	CUEA/DVC ADM/MTN/03)
Title	Procedure for Repairs and Service	Page 2 of 10

0.1 Table of Contents

0.	Contents And Record Of Changes	1
1.0	Purpose	2
2.0	Scope	2
3.0	References	3
4.0	Definition Of Terms	3
5.0	Principal Responsibilities	3
6.0	Method	3
7.0	Appendices	5
7.1	Context	5
7.1.1	External / Internal Factors	5
7.1.2	Relevant Interested Parties	5
7.2	Risk Analysis And Control	6
7.3	Required Organizational Knowledge	7

0.2 Record of Changes

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

0.3 Distribution / Circulation

This procedure is available on CUEA Services for authorized users.


1.0 PURPOSE

The purpose of this procedure is to ensure all the University vehicles and buildings are in good condition, well serviced and maintained on time.

2.0 SCOPE

All University vehicles and installation.

Revision	02		Date	7 Jan 2019
----------	-----------	--	------	------------

	<h2>Standard Operating Procedure</h2>	<p>CUEA/DVC ADM/MTN/03)</p>
<p>Title</p>	<p>Procedure for Repairs and Service</p>	<p>Page 3 of 10</p>

3.0 REFERENCES

The CUEA Quality Management Manual
 ISO 9001:2015 Quality Management Systems Guidelines

4.0 DEFINITION OF TERMS

VC Vice Chancellor
 DVC Deputy Vice Chancellor
 T&M Transport and Maintenance Officer


5.0 PRINCIPAL RESPONSIBILITIES

It shall be the responsibility of the Transport and Maintenance Officer to ensure the procedures are adhered to.

6.0 METHOD


- 6.1 The driver / technician shall report any defects to the transport and maintenance officer through motor vehicle / maintenance defects / job card immediately after the journey inspection.
- 6.2 Assistant administrative shall direct mechanic / technician to ascertain defect and recommend appropriate action immediately after receiving the card.
- 6.3 The mechanic / technician shall inspect vehicle / building and advice the transport and maintenance officer on possible action to be taken as a priority.
- 6.4 The transport and maintenance officer shall decide on appropriate action within a day.
 - 6.4.1 If the Transport and Maintenance Officer finds necessary for repairs mechanic / technician to undertaken externally he shall direct the mechanic / technician to undertake a comparison on cost and quality at our prequalified garages / contracts within a day.
 - 6.4.2 The mechanic shall undertake the comparisons and present the quotation to the Transport and Maintenance officer immediately same day.

Revision	02		Date	7 Jan 2019
----------	-----------	--	------	------------

	<h2>Standard Operating Procedure</h2>	<p>CUEA/DVC ADM/MTN/03)</p>
<p>Title</p>	<p>Procedure for Repairs and Service</p>	<p>Page 4 of 10</p>

- 6.4.3 The Transport and Maintenance Officer shall make a decision the mechanic to take the vehicle to the garage of choice.
- 6.4.4 If the Transport and Maintenance Officer finds that the repairs can be done internally without the need to buy spares within a day after receiving the report.
- 6.4.5 If the Transport and Maintenance Officer finds that there is need to buy spares he shall fill a requisition form which he shall forward to the procurement officer for servicing of spares within 24 hours of reporting.
- 6.4.6 The mechanic shall verify the spares and if correct shall carry out the repairs immediately.

Revision	02		Date	7 Jan 2019
----------	-----------	--	------	------------

	<h2>Standard Operating Procedure</h2>	<p>CUEA/DVC ADM/MTN/03</p>
<p>Title</p>	<p>Procedure for Repairs and Service</p>	<p>Page 5 of 10</p>

7.0 APPENDICES

7.1 CONTEXT


7.1.1 External / Internal Factors

(a)	External Factors	Identified Risk / Opportunity
(i)	Accident	Prompt preventive maintenance
(ii)	Nature of roads	Vehicle breakdown due to bad road
(iii)	Unqualified contractors	Increased income
(b)	Internal Factors	Identified Risk / Opportunity
(i)	Expertise	Unqualified technicians
(ii)	Funds	Lack of budgetary allocation
(iii)	Reporting on time	Lethargic and negative attitude

7.1.2 Relevant Interested Parties

	Party	Needs and Expectations
(i)	Students and staff	Reliable transport and conducive environment
(ii)	Community	Timely facilitation
(iii)	Administration	Good and comfortable learning environment


Revision	02		Date	7 Jan 2019
----------	----	--	------	------------

	<h2>Standard Operating Procedure</h2>	<p>CUEA/DVC ADM/MTN/03</p>
<p>Title</p>	<p>Procedure for Repairs and Service</p>	<p>Page 6 of 10</p>

7.2 RISK ANALYSIS AND CONTROL

No	Risk	Cause	Risk Assessment			Risk Level	Control / Treatment
			Likelihood	Impact	Likelihood / Impact		
1.	Grounded fleet	Poor vehicle condition	1	3	3	Low	Prompt reporting and repair
2.	Delapidating buildings	Irregular maintenance	2	1	2	Low	Consistant inspection
3.	High cost of repairs	Inflation	3	3	9	High	Close inspection

Revision	02		Date	7 Jan 2019
----------	----	--	------	------------

	<h2>Standard Operating Procedure</h2>	<p>CUEA/DVC ADM/MTN/03</p>
<p>Title</p>	<p>Procedure for Repairs and Service</p>	<p>Page 7 of 10</p>

7.3 REQUIRED ORGANIZATIONAL KNOWLEDGE

- (a) Nature of transport needs at the University
- (b) Information on servicing and maintenance needs

Revision	02		Date	7 Jan 2019
----------	----	--	------	------------



Standard Operating Procedure

CUEA/DVC
ADM/MTN/03

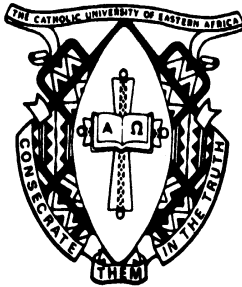
Title

Procedure for Repairs and Service

Page 8 of 10

7.5 SAMPLE DOCUMENTATION

VEHICLE DEFFECT & JOB CARD FORM



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

TRANSPORT AND MAINTENANCE

P.O. Box 62157
Nairobi - KENYA
Telephone: 891601-6
Fax: 254-20-891084

VEHICLE REGISTRATION NUMBER.....

CURRENT MILEAGE.....NEXT SERVICE MILEAGE.....

DATE.....REPORTING TIME.....

SEATS CONDITION.....

FUEL CAP STATUS.....

PROBLEM/DEFFECT


1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

DRIVER'S NAME.....SIGN.....

MECHANIC.....DATE.....SIGN.....

TRANSPORT OFFICER.....DATE.....SIGN.....

Revision	02		Date	7 Jan 2019
----------	----	--	------	------------

	<h2>Standard Operating Procedure</h2>	<p>CUEA/DVC ADM/MTN/03</p>
<p>Title</p>	<p>Procedure for Repairs and Service</p>	<p>Page 9 of 10</p>

INTERNAL JOB CARD



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

TRANSPORT AND MAINTENANCE

P.O. Box 62157

Nairobi - KENYA

Telephone: 891601-6

Fax: 254-20-891084

TYPE OF VEHICLE-----

MAKE-----

Mechanic Assigned-----

DATE-----

Job instructions/ actual diagnosis

NAME-----

Sign-----

ITEM	PARTS FITTED DESCRIPTION	SUPPLIERS (L.P.O. NO)	QTY	SUB-TOTAL (Kshs)
1				
2				
3				
4				
5				
6				
7				
8				

JOB COMPLETION

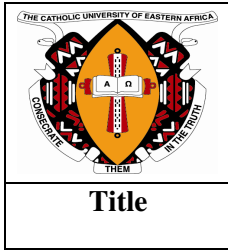
DATE-----TIME-----

MECHANIC NAME-----

SIGN-----

TRANSPORT OFFICER -----

Revision	02		Date	7 Jan 2019
----------	----	--	------	------------



Standard Operating Procedure

CUEA/DVC
ADM/MTN/03

Title

Procedure for Repairs and Service

Page 10 of 10

GENERAL REPAIRS & JOB CARD



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

A. M. E. C. E. A

TRANSPORT AND MAINTENANCE DEPARTMENT

**P.O. Box 62157
Nairobi - KENYA
Telephone: 891601-6
Fax: 254-20-891084**

DATE:

OFFICE /BLOCK/ OTHER.....

PROBLEM/DEFFECT

1.
2.
3.
4.
5.

User.....SIGN.....

Technician.....DATE.....SIGN.....

Transport & Maintenance officer.....DATE.....SIGN.....

JOB COMPLETION

ITEM	PARTS FITTED DESCRIPTION	SUPPLIERS (L.P.O. NO)	QTY	SUB-TOTAL (Kshs)
1				
2				
3				
4				
5				

User.....SIGN.....

DATE..... TIME.....

Technician SIGN.....

Transport & Maintenance officer SIGN.....

Revision	02	Date	7 Jan 2019
----------	----	------	------------