STANDARD OPERATING PROCEDURE

Maintenance Work Order SOP

Document no.	SOP-MNT-002
Revision	1.0
Owner	Maintenance Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure every maintenance request is captured, prioritized and assigned consistently, repairs are documented completely, and the requester knows when their equipment is back in service.

2. Scope

Applies to reactive maintenance work orders submitted for facility or production equipment. Scheduled preventive maintenance is covered by a separate SOP.

Definitions

Work request	The initial submission describing a problem, before it is reviewed and turned into a scheduled work order.
Work order	The approved and prioritized record in the CMMS that a technician is assigned to complete.
Backlog	The set of open work orders not yet completed, reviewed regularly to manage workload and priorities.
Priority code	A classification such as emergency, urgent or routine that determines how quickly a work order must be actioned.

3. Responsibilities

Requester	Submits a clear work request describing the problem, location and urgency, and confirms when the issue is resolved.
Maintenance Planner	Reviews and prioritizes work requests, assigns technicians and parts, and manages the backlog.
Maintenance Technician	Reviews the work order, performs the repair safely, and documents parts and labor used.
Maintenance Manager	Reviews backlog and KPIs, approves high-cost repairs, and resolves scheduling conflicts.

RACI matrix

Activity	Requester	Maintenance Planner	Maintenance Technician	Maintenance Manager
Submit the work request	R/A	I	-	-
Review and prioritize the request	C	R/A	I	I

Activity	Requester	Maintenance Planner	Maintenance Technician	Maintenance Manager
Assign technician and parts	-	R/A	I	I
Perform and document the repair	I	I	R/A	-
Close the work order and review the backlog	I	R	C	A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- CMMS or work order request portal
- Standard priority code definitions
- Spare parts inventory records
- Asset history for the equipment
- Technician skill and availability schedule

Personal protective equipment

- Task-appropriate PPE as specified on the work order

5. Procedure

Step	Task	Owner	Done
5.1	**Submit the work request** Requester submits a work request in the CMMS with the equipment or location, a description of the problem, and how urgent it is.	Requester	☐
5.2	**Review the request for completeness** Maintenance planner reviews the request within the shift it was submitted and follows up with the requester if the location or problem description is unclear.	Maintenance Planner	☐
5.3	**Assign a priority code** Planner classifies the request as emergency, urgent or routine based on safety risk, production impact and the standard priority definitions, converting it into a work order. **Checkpoint:** Every open request has a priority code assigned before it is added to the backlog.	Maintenance Planner	☐
5.4	**Assign the technician and stage parts** Planner assigns a technician with the right skills and availability, and checks the spare parts inventory to stage any parts likely needed.	Maintenance Planner	☐
5.5	**Review the work order and safety requirements** Technician reviews the work order details, the asset history, and any safety requirements such as lockout/tagout or confined space entry before starting.	Maintenance Technician	☐
5.6	**Notify the requester before starting** Technician lets the requester or area supervisor know work is starting and confirms the equipment can be taken out of service if needed.	Maintenance Technician	☐

Step	Task	Owner	Done
5.7	**Diagnose and perform the repair** Technician diagnoses the root cause of the reported problem and performs the repair per the applicable procedure or manufacturer instructions.	Maintenance Technician	☐
5.8	**Test the equipment before handoff** Technician tests the repaired equipment through a normal operating cycle to confirm the reported problem is resolved. **Checkpoint:** Equipment completes a normal operating cycle without the reported fault before being handed back.	Maintenance Technician	☐
5.9	**Document parts and labor used** Technician records the parts consumed, labor hours and a summary of the repair on the work order in the CMMS.	Maintenance Technician	☐
5.10	**Get requester acknowledgement** Technician or planner confirms with the requester that the equipment is back in service and the reported issue is resolved.	Requester	☐
5.11	**Close the work order** Planner reviews the completed work order for completeness and closes it in the CMMS, flagging any recurring issue for root cause review.	Maintenance Planner	☐
5.12	**Review the backlog and KPIs weekly** Maintenance manager reviews the open backlog, average time to close by priority code, and technician workload with the planner each week.	Maintenance Manager	☐

6. Quality checks

- Every submitted request is reviewed and given a priority code within the same shift.
- Emergency work orders are assigned a technician within the target response time.
- Closed work orders include a documented repair summary and parts used.
- The open backlog is reviewed with the maintenance manager every week.

7. Records

- Work order log in the CMMS
- Priority code and response time tracking
- Parts and labor usage per work order
- Weekly backlog review notes

8. KPIs

- Average time to close by priority code
- Percentage of emergency work orders meeting response target
- Open backlog size and age
- Ratio of planned to reactive work orders

9. Common mistakes

- Submitting a request with a vague description that delays prioritization.
- Assigning every request as emergency, which defeats the priority system.
- Closing a work order without confirming the requester considers the issue resolved.
- Letting routine requests sit in the backlog past the target close time without review.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

This is a template. Adapt it to your organization, equipment and local regulations before use.

Scan for the latest version

Opens this template online, where you can download it again in Word, PDF, Excel or CSV — free, no sign-up.

Or add it to Perfect Wiki so your team can find it and ask questions about it in Microsoft Teams, Slack, kChat or Mattermost.