

<h1 style="margin: 0;">SRI</h1>		ISO 9001: 2015 Quality Management System Quality Procedure Manual	
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Title : Procedure for IT Hardware Maintenance

15. PROCEDURE FOR IT HARDWARE

15.1 User troubleshooting

Flow	Activity	Responsibility	Ref
	Complaint from user through the Phone.	SASYS ENG	
	Assign Technician for the relevant job.	”	
	Identify the issues and check whether the job	Junior Network	
	Should be done in - House or Outsourced.	Admin	
15.1.1 In house			
	If Parts are to be replaced.		
	i. Generate a material requisition through IFS system and retrieve the required material from IT Hardware Stores		
	ii. Replace the Part & complete the job.	Junior Network	IT-HW-Rec-01
	If OS related software issue reinstall software & complete job	Admin	IT-HW-Rec-02
	Handover to the machines / machines part to the user		
	Obtain job satisfaction through the Phone.		
15.1.2 Out Side			
	Send the item to SRI Mahara IT Hardware.	Junior Network	IT-WI R-Rec-06
		Admin	

15.2 Hardware Development

Gather requirement from the user request.	}	SASYS ENG
Document & analysis the requirement		
Prepare a proposal & design.		
Get approval from Director for the project.		
Call quotations from suppliers.		”
Get approval for the chosen quotation.		DIR
Do the project		
After the Project is completed perform trials checking.		
Depending on job success, approve the invoice and forward it to the finance department for payment.		SASYS ENG

If MR signature is absent this will not be a controlled document.	Signature of Management Representative	
	Date	