

<b>SRI</b>	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 Should be done in - House or Outsourced.	Junior Network Admin	

#### **15.1.1 In house**

- If Parts are to be replaced.
- Generate a material requisition through IFS system and retrieve the required material from IT Hardware Stores
  - Replace the Part & complete the job.
- If OS related software issue reinstall software & complete job Handover to the machines / machines part to the user Obtain job satisfaction through the Phone.

Junior Network Admin IT-HW-Rec-01  
IT-HW-Rec-02

#### **15.1.2 Out Side**

- Send the item to SRI Mahara IT Hardware.

Junior Network Admin IT-WI R-Rec-06

### **15.2 Hardware Development**

- Gather requirement from the user request.  
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.  
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  
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SASYS ENG

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