

Alloy Toll Management Sdn Bhd	Doc. No. : PM 07
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1.0 PURPOSE

To provide a procedure for the controlled maintenance of equipment used within toll collection provide a procedure operations and to ensure continuous suitability of such equipment for operational purposes.

2.0 SCOPE

All major components of the Toll System including support equipment shall be maintained to provide assurance of usage.

3.0 PREVENTIVE MAINTENANCE PROCEDURE

- 3.1** The respective Supervisors are responsible for the maintenance of all equipment in the Toll Plazas'. When a fault is detected, the "Maintenance Intervention Form"/ EMIS is filled up by the Supervisor on duty and the IT Department / external provider is informed. The Supervisors on duty are also responsible for ensuring that periodic preventive maintenance is carried out by the respective sub-contractors as outlined in the preventive maintenance schedule.
- 3.2** Equipment shall be maintained to an appropriate Preventive Maintenance Instruction prepared by the IT Department / external providers which details what is to be done, the frequency and who is responsible. The respective Supervisors on duty are responsible for checking and verifying the maintenance / rectification activity of the external providers.
- 3.3** The maintenance frequency shall be reviewed periodically by the Operations Executives using data collected via the EMIS / 'Maintenance Intervention Form' and updated as required.
- 3.4** If a particular piece of equipment is found to be defective, it must be immediately repaired or replaced. The Supervisor on duty must be notified.
- 3.5** All service reports / records and contracts issued by the IT Department / external providers are filed by the respective supervisor on duty in the "Maintenance Intervention File". EMIS must be verified and updated by respective parties.

4.0 APPLICABLE CLAUSES

- 7.1.5 Monitoring and Measuring Resources
- 8.1.2 Equipment's and Maintenance
- 8.5.1 Control of Production and Service Provision
- 8.5.4 Property Belong to Customers or External Providers

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8 QUALITY RECORDS

No.	Title of Records	Retention Period (Year)
1	Maintenance Intervention Forms	3
2	Preventive Maintenance Schedules	3
3	Equipment Service Contracts	3
4	Service Sheets/Reports	3

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DOCUMENT AMENDMENT REGISTER

NO	DATE	REASON	CHAPTER	VERSION
1	26/5/2000	Initial Release	All	1.1
2	05/09/2000	Clause 4.19 (Servicing) is not applicable to Preventive Maintenance Procedure	All	1.2
3	11/6/2002	Procedure updated to be in-line with ISO 9001:2000	All	2.0
4	01/11/2005	Paradigm II were no longer in use	3.1/3.6	2.1
5	02/01/2008	Document Authorization: Management Representative - DGM	All	2.2
6	01/09/2009	Procedure updated to be in-line with ISO 9001:2008 requirements.	5.0	2.3
7	12/06/2012	<p>Amendment:</p> <p>3.1 The respective Supervisors are responsible for the maintenance of all equipment in the Toll Plazas'. When a fault is detected, the "Maintenance Intervention Form" is filled up by the Supervisor on duty and the IT Department / respective sub-contractor / supplier is informed. The Supervisors on duty are also responsible for ensuring that periodic preventive maintenance is carried out by the respective sub-contractors as outlined in the preventive maintenance schedule.</p> <p>3.2 Equipment shall be maintained to an appropriate Preventive Maintenance Instruction prepared by the IT Department / sub-contractor which details what is to be done, the frequency and who is responsible. The respective Supervisors on duty are responsible for checking and verifying the maintenance/rectification activity of the sub-contractor.</p> <p>3.5 All service reports / records and contracts issued by the respective IT Department / sub-contractor / suppliers are filed by the respective supervisor on duty in the "Maintenance Intervention File".</p>	3.0	2.4

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DOCUMENT AMENDMENT REGISTER

NO	DATE	REASON	CHAPTER	VERSION
8	16/06/2014	<p>3.1 The respective Supervisors are responsible for the maintenance of all equipment in the Toll Plazas'. When a fault is detected, the "Maintenance Intervention Form"/ EMIS is filled up by the Supervisor on duty and the IT Department / respective sub-contractor / supplier is informed. The Supervisors on duty are also responsible for ensuring that periodic preventive maintenance is carried out by the respective sub-contractors as outlined in the preventive maintenance schedule.</p> <p>3.3 The maintenance frequency shall be reviewed periodically by the Operations Executives using data collected via the EMIS/'Maintenance Intervention Form' and updated as required.</p> <p>3.5 All service reports / records and contracts issued by the IT Department / respective sub-contractors / suppliers are filed by the respective supervisor on duty in the "Maintenance Intervention File"/ EMIS.</p>	3.0	2.5
9	23/03/2018	<p>Procedure updated to be in-line with ISO 9001:2015.</p> <p>Amendment;</p> <ul style="list-style-type: none"> - Revision No. changes to Version No. as agreed in the 4th ISO New Standard Transition meeting. - New format for Quality Records table. 	<p>All</p> <p>5.0</p>	2.6
10	27/06/2018	<p>Amendment;</p> <p>Applicable Clauses</p> <p>8.5.4 Property Belong to Customers or External Providers</p>	4.0	2.7

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