Kendra Johng
Technical Writing Portfolio

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Introduction:

Hi! I'm Kendra (Dadisman) Johng, a creative and experienced technical writer, dedicated to developing fundamental policies and procedures for clients of various industries such as technology, manufacturing, safety, pharmaceutical, health insurance, medical devices, digital marketing, etc.

Currently, I am a consultant to the U.S. Environmental Protection Agency (EPA) with Systalex Corporation, supporting various drinking water applications. When managing project deliverables and tracking project metrics, I focus on continuous process improvement, compliance with internal/external standards and regulations, and effectively identifying and mitigating risks. Communicating and collaborating with clients, project managers, product owners, Subject Matter Experts (SMEs), database analysts, cloud architects, developers, and testers is imperative when creating quality documentation throughout the entire development life cycle.

Please refer to my LinkedIn profile for a more comprehensive list of responsibilities regarding my professional experience. When I'm not staring intensely at three monitors to collaborate with teams or review and edit documents, you'll find me outside skateboarding, or drawing with my iPad at a coffee shop. I look forward to working with you!

Professional Experience: 6+ years

Education: University of Arizona | Bachelor's Degree in Public Health

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Certifications:

- DHS Trusted Tester | Department of Homeland Security OAST | ID: TT-2302-03961 | 2023
- Authoring Accessible Documents Certification | Office of Accessible Systems & Technology (OAST) | 2022
  - Microsoft Office Word Documents, Microsoft Excel Documents, Microsoft Office PowerPoint Documents, PDF Documents
- Six Sigma Green Belt | Villanova | 2021
- Associate Safety Professional | BCSP | ID: ASP-32138 | 2020 – 2023
  - Certification expired; I elected to stop paying the annual ASP certification renewal fee since I am no longer working in the field of Environmental Health and Safety

Contents

Maintenance Program Policy

Section A. Revision History

Revision	Date of Revision	Description of Changes	Author	Approved By / Date
V 1.0	[MM/DD/YYYY]	New document to establish the [Company Name] maintenance program policy	Kendra Johng	[Client Name] [MM/DD/YYYY]

Section B. Objective and Scope

Objective   The purpose of this document is to establish the structure of an effective and efficient maintenance program. [Company Name] operates Monday through Friday, and there are three shift options for the Maintenance Department.

Scope   This program policy applies to all employees in the Maintenance Department of [Company Name]. All members of the Maintenance Department must be trained on this policy. This policy also applies to maintenance performed on the facility, utilities, and production equipment.

Section C. Reference Documents

- Work Order Program
- Procurement Procedure
- Document Control and Management Program
- Asset Lists for all plant equipment (production equipment, processing equipment, etc.)
- Waste Management Program/Hazardous Communication Program

Section D. Roles and Responsibilities

The table below lists the roles and responsibilities of the Maintenance Department.

Role	Responsibility
Maintenance Manager	- Manages the upkeep of all manufacturing assets - Manages maintenance budget and resources - Assists in the design and installation of new systems - Responsible for safety and maintenance training for all Maintenance Technicians - Manages Maintenance Supervisors and Maintenance Technicians
Maintenance Supervisor	- Supervises Maintenance Technicians and contractors - Organizes and leads maintenance trainings

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Role	Responsibility
	- Develops maintenance policies and procedures - Orders tools, supplies, and equipment - Responds to maintenance requests - Sets the shift schedule and assignments
Maintenance Technician	- Performs routine maintenance inspections on production equipment, process equipment, and maintenance equipment - Performs building maintenance - Completes mandatory safety and maintenance trainings before performing tasks - Reports to Maintenance Supervisor and Maintenance Manager

Section D. Components of a Maintenance Program

[Company Name]'s maintenance program shall include the following components:

- A system of priorities for work requests
- Comprehensive standard operating procedures (SOPs) for each task
- Performance goals
- A work order system
- A training program on department policies and procedures
- Grounds maintenance

Section E. Safety

[Company Name] makes safety a priority throughout the plant. Refer to the following Environmental Health and Safety (EHS) policies and procedures that apply to work performed by the Maintenance Department.

- Contractor Safety Program
- Inspection Program
- Emergency Response Program
- Permit to Work Program
- Lock-Out / Tag-Out Program
- Workshop Safety

Section F. Documents and Records

In compliance with ISO 9001 Standards, the following requirements must be met:

1. Monitoring and measuring equipment calibration records
2. Records of training, skills, experience, and qualifications
3. Product/service requirements review records

4. Record about design and development outputs review
5. Record about design and development inputs
6. Records of design and development controls
7. Records of design and development outputs
8. Design and development changes records
9. Characteristics of product to be produced and service to be provided
10. Records about customer property
11. Production/service provision change control records
12. Record of conformity of product/service with acceptance criteria
13. Record of nonconforming outputs
14. Monitoring measurement results
15. Internal audit program
16. Results of internal audits
17. Results of the management review
18. Results of corrective actions

Section G. Preventive Maintenance Program

The Preventive Maintenance Program is part of the **planned** or **scheduled** maintenance program of [Company Name]. The purpose of the scheduled maintenance program is to allow [Company Name] to anticipate maintenance requirements and make sure [Company Name] can address them in the most cost-effective manner. The preventive maintenance program focuses on the major systems that keep the properties operating. These systems include heating and air conditioning, electrical, life safety and plumbing.

Part 1. General Operating Systems

The development of this schedule begins with the identification of each system or item that must be checked and serviced, the date it must be serviced, and the individual responsible for the work. The servicing intervals and tasks for each system must be included in the schedule. The completion of all required tasks is considered a high priority for [Company Name].

A specific program will be developed for each system. This program shall include a list of the scheduled service maintenance for each system and the frequency and interval at which that service must be performed. The equipment and materials required to perform the service will be listed as well so that they will be on hand when needed. As assessment of the skills or licensing needed to perform the tasks will also be made to determine if an outside contractor must be used to perform the work. The preventive maintenance schedule must be updated each time a system is added, updated, or replaced.

The systems covered by the preventive maintenance program include but are not limited to:

ID	System Name	Frequency	Contracting for Services (Y/N)	Comments
0001		☐ Daily ☐ Weekly ☐ Monthly ☐ Semi-Annually ☐ Annually ☐ Other (specify):	☐ Yes ☐ No	
0002		☐ Daily ☐ Weekly ☐ Monthly ☐ Semi-Annually ☐ Annually ☐ Other (specify):	☐ Yes ☐ No	

Part 2. Life Safety Systems

[Company Name] shall have a comprehensive program for maintenance of life safety systems to ensure that they will be fully functional in the case of an emergency. The Maintenance Manager shall be responsible for the development and implementation of a schedule that includes the inspection, servicing, and testing of this equipment.

The plan will include the required testing and servicing as required by manufacturer's recommendations. It will also include a determination of the most reliable and cost-effective way to perform the work including the decision to hire a contractor.

The equipment to be included in the plan includes the following:

- Fire alarms and fire alarm systems
- Fire extinguishers
- Automatic External Defibrillators (AEDs)
- First-Aid kits
- Safety shower/eyewash stations
- Emergency lighting
- Smoke detectors
- Sprinkler systems

Section H. Inspection Program

[Company Name]'s goals of efficiency and cost-effectiveness are achieved through a carefully designed and rigorously implemented inspection program. This program calls for the inspection of the entire facility of [Company Name] including the dwelling units, the grounds, and major service systems.

Part 1. Inspection Checklist

ID	Equipment Name	Frequency	Date of Inspection	Condition	Maintenance Performed (Y/N)	Comments
0001		☐ Daily ☐ Weekly ☐ Monthly ☐ Semi-Annually ☐ Annually		☐ Good ☐ Bad ☐ Other (describe in comments)	☐ Yes ☐ No	
0002		☐ Daily ☐ Weekly ☐ Monthly ☐ Semi-Annually ☐ Annually		☐ Good ☐ Bad ☐ Other (describe in comments)	☐ Yes ☐ No	

Section H. Contractor Program

- [Company Name] will contract for maintenance services when it is in the best interest of [Company Name] to do so.
- When the employees of [Company Name] have the time and skills to perform the work at hand, they will be the first choice to perform a given task.
- When the employees of [Company Name] have the skills to do the work required, but there is more work than there is time available to complete it, [Company Name] will determine whether it is more cost effective to use a contractor to complete the work.
- If [Company Name] staff does not have the skills to complete the work or [Company Name] doesn't have the proper equipment, a contractor will be chosen.
- In the last instance, [Company Name] will decide whether it will be cost effective to train a staff member to complete the work.

Once the decision has been made to hire a contractor, the process set out in [Company Name]'s Procurement Procedure will be used. These procedures vary depending on the expected dollar amount of the contract and the funding mechanism.

Section I. Equipment Inventory List

Below is a list of all equipment at the plant. This includes production equipment, process equipment, and equipment used by the maintenance department to perform their tasks.

Part 1. Production Equipment

ID	Asset Name	Asset Class	Description	Physical Location	Asset No.	Serial No.
0001						
0002						

Part 2. Process Equipment

ID	Asset Name	Asset Class	Description	Physical Location	Asset No.	Serial No.
0001						
0002						

Part 3. Maintenance Equipment

ID	Asset Name	Asset Class	Description	Physical Location	Asset No.	Serial No.
0001						
0002						