**SIPOC**

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| **Suppliers**  (Either Internal / External) | **Inputs**  (what do you receive) | **Requirements**  (what are the requirements from the Inputs)  Related to   * Specifications * TAT * Details | **Key Process steps** | **Output**  ( what do you release or goes out from your activity) | **Requirements**  (What are the expectations & details required from your activities including TAT) | **Customers**  (Either Internal / External) |
| Prod/ RM/ Safety dept | Maintenance request against breakdown, abnormality | Service description & Equipment/ Location | * Inspection/ Identification/ understanding of request * Availability of material and manpower resource * Work permit & isolation * Execution of job * Closure of work permit & isolation | Execution of job/ Successful trial & closure of request | Response time, duration & quality of job | Prod/ RM dept |
| Prod | Availability of plant | Availability target of 97.78% | * PM & CBM compliance during run/ stop checks * Analysis of last year major downtime * Action plan with responsibilities & target date * Timely Completion of actions * performance evaluation & its monitoring | Desired Availability of plant | Time period and performance evaluation | Prod |
| Commercial | Technical offers/ quotation | Technical Evaluation | * Comparison of offers * Identification of acceptable offers | Technical Evaluation report | Time period | Commercial |
| Stores | Critical spares availability | Item no., stock, plant/ unit | * Pending PR/ PO report * Creation/ approval of PR | PR | Specification, quantity, delivery date etc. | Commercial |
| Mechanical | Electrical Isolation of drive | Equipment/ Location, LOTO | * Electrical Isolation * LOTO | Shutdown slip | Response time, duration | Mechanical |
| Electrical/ Mechanical | Motor connection-disconnection/ Decoupling/ dismounting/ Drive trial | Equipment/ Location, Production clearance/ Work-permit | * Drive connection * Current checking/ drive direction | Successful trial | Normal current and correct drive direction | Production |
| Design | Design notification | Technical details | * Create design notification * Original drawing (if available) | New/ Revised drawing | Accurate Technical details | Mechanical/ Electrical |
| Stores | Issuing material | WO no., authorised requisition slip | * Creation of WO * Creation & authorization of slip | Receipt of material | Correct material in right quantity | Mechanical/ Electrical |
| Stores | Material receipt report pending for inspection | Daily | * Physical checking for quality/ dimensions | Material inspection (Acceptance-Rejection) | Accuracy, response time, time duration | Stores |

**MEASUREMENT MATRIX**

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| **Sr. No.** | **Parameter of Measurement** | **Unit** | **Frequency** | **Target & Tolerance** | **Method of Measurement** | **Responsibility** | **Review Forum** |
| 1. | Closure of Break-Down notification | No of hours | Daily | Max 24 hrs for plant downtime and within budget | Report through SAP | Engineer In-charge | AO war room/ Daily |
| 2. | Closure of MR notification/ abnormality | No of days | Monthly | Max 30 days | Report through SAP | Engineer In-charge | AO war room/ Daily |
| 3. | Availability of insurance & vital spares | % | Monthly | 100% | Report through SAP | Engineer In-charge | Monthly MIS |
| 4. | Elimination of unsafe conditions and acts | No. Of points | Monthly | 100% -5% | Safety master file/ Safety rounds | Engineer In-charge | VAB EXCO/ Weekly |
| 5. | Service level agreement | % | Monthly | 100%/-20% | Evaluation of Parameters | H.O.D. Maintenance  Area Engineer | Monthly AO audit |
| 6. | 5S score | % | Monthly | 70% | Monthly audit | Engineer In-charge | Monthly AO audit |
| 7. | AO score/ Migration to AO advance | % | Monthly | 80% | Monthly audit | Engineer In-charge | Monthly AO audit |
| 8. | Fans Operation/ Noise level | dB | Quarterly | Max 85 db for 8 hrs | Recording of noise level in db | H.O.D. Maintenance  Area Engineer |  |
| 9. | Oil consumption &  Oil return to store | L | Monthly | 65% used oils to return back to store as compare to issue. | Report through SAP | H.O.D. Maintenance  Area Engineer |  |
| 10. | Maintenance cost per ton | Rs./ton | Monthly |  | Report through SAP | H.O.D. Maintenance  Area Engineer | Monthly OR |
| 11. | RM Spillage |  |  |  | Visual | Engineer In-charge |  |
| 12. | Specific Energy consumption | KWh/ ton | Daily | Plant-wise target | EMS report | Energy Manager | AO war room/ Daily |
| 13. | Imparting training as per calendar | Nos. | Monthly | 100%/-10% | Training book/ checklist | H.O.D. Maintenance | Monthly MIS |
| 14. | Timely inspection and receipt of material in stores | Day | Daily | <= 3 days | Receipt report | Area Engineer | VAB EXCO/ Weekly |