



Standard Operating Procedure (SOP)

Title: Maintenance – Inventory Control
Version: 1
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Purpose

To ensure that all maintenance supplies are adequately stocked, tracked, and managed to support the efficient operation of the maintenance team. This includes procedures for ordering, restocking, inventory tracking, and handling special or urgent orders.

Scope

This SOP applies to all maintenance staff involved in inventory management at the resort.

Responsibilities

- Maintenance Staff: Track and report usage of supplies, assist with inventory checks.
- Maintenance Manager: Oversee inventory management, authorize orders, and handle special requests.
- Procurement Manager: Process orders and maintain supplier relationships.

1. Ordering and Restocking Maintenance Supplies

A. Inventory Assessment

1. Weekly Inventory Check

- Conduct a visual inspection of supply storage areas.
- Identify items that are running low or are out of stock.
- Update the inventory log with current stock levels.

2. Monthly Inventory Audit

- Perform a detailed count of all inventory items.
- Compare physical counts with inventory records.
- Document discrepancies and investigate causes.

B. Ordering Supplies

1. Standard Ordering Procedure

- Identify items that need to be reordered based on weekly and monthly assessments.
- Create a purchase requisition form with the following details:
 - Item name and description
 - Quantity needed
 - Preferred supplier
 - Urgency of order
- Submit the requisition form to the Maintenance Manager for approval.

2. Approval and Processing



- The Maintenance Manager reviews and approves the purchase requisition.
- Approved requisitions are forwarded to the Procurement Manager for processing.
- The Procurement Manager places the order with the supplier and confirms the delivery date.

3. Receiving Supplies

- Upon receipt of the supplies, verify the order against the delivery note.
- Check for any damaged or missing items.
- Update the inventory log with the received items and their quantities.
- Store the supplies in their designated locations.

2. Keeping Track of Inventory Levels

A. Inventory Log Maintenance

1. Logging Usage

- Record the usage of supplies immediately after they are taken from the storage area.
- Include details such as the item name, quantity used, date, and purpose.

2. Regular Updates

- Update the inventory log weekly based on visual inspections and monthly based on detailed counts.
- Ensure that all entries are accurate and complete.

B. Inventory Management Software

1. Software Utilisation

- Use inventory management software to track and manage inventory levels.
- Input all inventory data into the software, including orders, receipts, and usage.

2. Training and Access

- Train all relevant staff on how to use the inventory management software.
- Ensure that only authorised personnel have access to the software.

3. Procedures for Handling Special Orders or Urgent Needs

A. Identifying Special or Urgent Needs

1. Criteria for Special Orders

- Items not regularly stocked but required for specific maintenance tasks or projects.
- Specialised tools or equipment needed for non-routine repairs.

2. Criteria for Urgent Orders

- Critical supplies that are unexpectedly depleted.
- Emergency repairs requiring immediate procurement of parts or materials.

B. Special Order Procedure

1. Request Submission

- Submit a special order request form with the following details:
 - Item name and description
 - Quantity needed



- Reason for the special order
- Preferred supplier or specifications
- Submit the form to the Maintenance Manager for approval.
- 2. **Approval and Processing**
 - The Maintenance Manager reviews and approves the special order request.
 - Approved requests are forwarded to the Procurement Manager for processing.
 - The Procurement Manager places the order and confirms the delivery date.

C. Urgent Order Procedure

1. **Emergency Assessment**
 - Identify the urgency of the need and assess the impact on operations.
 - Notify the Maintenance Manager immediately of the urgent requirement.
2. **Expedited Ordering**
 - The Maintenance Manager authorises an expedited order.
 - Contact suppliers directly to place the urgent order and request expedited delivery.
 - Follow up with the supplier to confirm the order and delivery details.
3. **Receiving and Documentation**
 - Upon receipt of the urgent order, verify the items against the delivery note.
 - Update the inventory log with the received items and their quantities.
 - Document the reason for the urgent order and any actions taken to prevent future occurrences.

Documentation and Review

- Maintain detailed records of all inventory transactions, including orders, receipts, usage, and discrepancies.
- Review and update the inventory control procedures annually or as needed based on operational changes or feedback.

Approval and Review

- This SOP is approved by the Maintenance Manager and Senior Management.
- It will be reviewed annually or as needed based on operational changes or feedback.