




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POLICY ON CLINICAL AND SUPPORT SERVICE EQUIPMENT MAINTENANCE (preventive and breakdown)	Rev. No.	00
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POLICY ON CLINICAL AND SUPPORT SERVICE EQUIPMENT MAINTENANCE (preventive and breakdown)

ALL INDIA INSTITUTE OF MEDICAL SCIENCES,
GUWAHATI



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Control of the Manual

1. The holder of the copy of this manual is responsible for maintaining it in good and safe condition and in a readily identifiable and retrievable.
2. The holder of the copy of this Manual shall maintain it in current status by inserting latest amendments as and when the amended versions are received.
3. Administrative Manager is responsible for issuing the amended copies to the copyholders, the copyholder should acknowledge the same and he /she should return the obsolete copies to the Administrative Manager.
4. The amendment sheet, to be updated (as and when amendments received) and referred for details of amendments issued.
5. The manual is reviewed once a year and is updated as relevant to the hospital policies and procedures. Review and amendment can happen also as corrective actions to the non-conformities raised during the self-assessment or assessment audits by NABH.

The authority over control of this manual is as follows:

Preparation	Approval	Issue
		

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POLICY ON CLINICAL AND SUPPORT SERVICE EQUIPMENT MAINTENANCE (preventive and breakdown)

1.0 INTRODUCTION

Equipment management is defined as a process of purposeful and effective utilization of equipment with a view to maximize its uptime and accomplish predetermined objectives. Proper maintenance and repair infrastructure is essential to ensure optimal performance, reliability, and safety of equipment throughout its life cycle.

2.0 PURPOSE

This policy describes procedures for efficient management, utilization, preventive maintenance, and breakdown maintenance of clinical and support service equipment, with minimum downtime and

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wastage, in order to prevent equipment failure and ensure optimal functional condition throughout its lifetime.

3.0 SCOPE

This policy applies to:

- All clinical and non-clinical departments
- All healthcare workers using equipment
- All officers, engineers, and technical staff responsible for installation, maintenance, calibration, and repair of equipment

4.0 DEFINITIONS

- **Equipment:** Physical resources used to accomplish a specific healthcare task.
- **Corrective Maintenance:** Action taken to repair equipment and restore performance.
- **Preventive Maintenance:** Periodic proactive checks to prevent equipment failure.
- **Test Equipment:** Devices used for calibration, traceable to known standards.
- **Calibration:** Ensuring accuracy of instrument readings against standards.
- **Validation:** Demonstration that a system yields expected results.
- **Qualification:** Assurance that equipment can perform as intended.
- **Accuracy:** Closeness of agreement between measured and true value.

5.0 ABBREVIATIONS

- **AMC** – Annual Maintenance Contract
- **CMC** – Comprehensive Maintenance Contract
- **PPM** – Planned Preventive Maintenance

6.0 RESPONSIBILITY

- Equipment users are responsible for proper usage, safety, and basic care.
- Head of Department is responsible for functioning and maintenance of departmental equipment.

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- Equipment Purchase Committee assesses equipment needs and procurement.
- Inspection Committee supervises receipt and installation.
- Repair & Maintenance Committee oversees preventive and corrective maintenance.
- Equipment Condemnation Committee condemns unserviceable equipment.

7.0 PROCEDURE

7.1 Installation of Equipment

- Equipment must be tested after installation.
- Improper installation increases breakdown frequency.

7.2 Training of User Department

- Equipment logbooks are maintained for each equipment.
- Staff handling equipment are trained in operation, cleaning, controls, and calibration.
- Users must familiarize themselves with the user manual.

7.3 Planned Preventive Maintenance (PPM)

- Preventive maintenance minimizes breakdowns and emergencies.
- Annual maintenance schedules are prepared and documented.
- Equipment shall be calibrated annually or as per manufacturer recommendations.
- Warranty preferred: minimum 5 years warranty + 5 years CMC.

Process:

- Quotations invited from authorized service providers.
- Verified by HOD and approved by Repair & Maintenance Committee.
- Records maintained in equipment logbook.
- Downtime exceeding acceptable limits attracts penalty.

7.4 Repair of Equipment

- Faulty equipment is reported immediately.

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- Warranty/CMC equipment repaired free of cost (except consumables).
- AMC equipment charged for spares.
- Repair requires service report, authorization, and quotation approval.
- Equipment is calibrated and validated after repair.
- Performance monitored for 15 days before final acceptance.
- All details recorded in equipment logbook.

7.5 Condemnation of Equipment

- Condemnation Committee meets every 6 months.
- Condemnation based on:
 - Functional status
 - Life span
 - Cost-effectiveness of repair
- Condemnation certificate obtained before disposal.

7.6 Monthly Non-Functional Equipment Data

- Monthly report of non-functional equipment submitted.
- Records maintained for monitoring and corrective action.

8.0 GUARANTEE / WARRANTY

- Minimum 95% uptime guaranteed.
- Defective parts replaced free during warranty.
- Downtime added to warranty/AMC period.
- Minimum four preventive maintenance visits annually.
- Full technical support during warranty and AMC.

9.0 AMC / CMC TERMS

- Initiated before expiry of warranty.

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- Includes:
 - Schedule of visits (minimum 4/year)
 - Scope of repair and spares
 - Contract duration
 - 95% uptime clause
 - Payment based on uptime certification

10.0 UPTIME CLAUSE

- 95% uptime over 365 days (24-hour basis).
- Downtime beyond limit added to AMC period.
- Penalty imposed for downtime >15 consecutive days.
- Exceptions:
 - Imported spare delays
 - Upgradation
 - Force majeure
 - Routine testing time

11.0 RECORDS MAINTAINED

- Equipment logbook
- Maintenance schedules
- Downtime records
- Calibration certificates
- Repair reports
- Condemnation records
- AMC/CMC documents

12.0 REFERENCES

- Indian Standard on Quality Management for Hospital Services

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- Bureau of Indian Standards – Hospital Equipment Management

13.0 RECORD MAINTAINENCE

- Organizational Structure
 - Master Equipment Log Format
 - AMC/CMC Form
 - Equipment Downtime Record
 - Equipment Repair Form
 - Non-functional Equipment Report
 - Amendment Sheet
 - Training Log
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