SOP: Multi-Site Maintenance Governance & Technical Oversight

Core Objective: To replace site-specific habits with a centralized technical and operational standard that ensures asset longevity, real-time visibility, and storm-readiness across all yards.

I. DATA INTEGRITY & DEFECT QUALITY (FOUNDATION)

Checked boxes and verbal updates do not create operational truth. All data must be captured in a form that allows HQ to understand yard status without site visits.

Mandatory Defect Structure: Every defect must include category, severity, and a definitive Yes/No answer to operational readiness.

Photographic Proof: All safety-related repairs require before/after visual confirmation to validate closure and reduce liability.

II. ONE-WORKFLOW DECISION GOVERNANCE

Standardization fails when decisions are hidden or delayed. Every defect must result in a visible, recorded decision.

Allowed Decisions: Park the unit, Run the unit, or Schedule the repair. Undefined decisions are not permitted.

Approval Visibility: All approvals must be recorded in the system. Text messages or verbal approvals do not constitute authorization.

III. TIME-BASED CONTROL & ESCALATION

Time is the earliest indicator of system failure. Delays must be visible and actionable.

Triage Window: All reported defects must be reviewed and assigned a status within two hours.

Escalation: Safety-critical defects unresolved after 24 hours are escalated for regional review.

IV. INVENTORY & PARTS AVAILABILITY GOVERNANCE

Asset downtime caused by preventable parts shortages is unacceptable at scale.

Critical Parts Protection: Seasonal failure components must be identified and protected at every yard.

Transfer Accountability: Inter-yard parts movement must be tracked to prevent shrinkage and hidden downtime.

V. HQ WEEKLY CONTROL CHECK (FRIDAY REVIEW)

HQ does not manage by anecdotes. Each yard must be able to answer the following questions immediately: •

• What units are down right now?
• What is the oldest open defect?
• Are any safety defects still unresolved?
• What is blocking work (parts, approval, vendor, labor)?
• Which defects are repeating?
• What single item does the yard need from HQ?

VI. CONTINUOUS STABILIZATION (FIX ONE BOTTLENECK)

The goal is not to fix yards, but to fix the constraint limiting performance.

Each review cycle focuses on a single bottleneck—approvals, defect quality, parts availability, or closure discipline—until measurable improvement is achieved.

Implementation Date: January 2026