

Rules of Repair Management at I-Shou University

- I. Purpose: The Rules of Repair Management at I-Shou University (hereinafter referred to as “the Rules”) are made with the aim of processing and tracking repair cases effectively and establishing a repair management system, in order to improve the quality of teaching, research, and service.
- II. Legal Basis: The Rules are made by referring to the internal review process of construction and maintenance at I-Shou University (hereinafter referred to as “the University”) and the Administrative Affairs Management Handbook issued by the Executive Yuan.
- III. Description
 1. General Principles
 - a. Only university-own equipment and facilities can be repaired.
 - b. An application for repair will not be considered if a new piece of equipment or facility has been ordered or what is broken is not a piece of equipment or facility.
 - c. Applying units shall complete a repair request online and submit it to the Construction and Maintenance Section (hereinafter referred to as “the Section”) for further processing.
 - d. The Section shall number and file repair requests, and then assign a technician depending on the area or item to be repaired.
 - e. Applying units shall contact the Section for repair if the Section has not completed the repair within seven days of the date of request.
 - f. The applying unit or one staffer from the applying unit shall sign on the repair request as confirmation after the repair has been completed.
 - g. Inspections shall be conducted in accordance with the following:
 - (1) Regular inspection:
 - (a) It will be conducted monthly (yearly), and a regular check will be conducted daily (weekly).
 - (b) Urgent inspection: It can be conducted whenever there is a major incident or emergency.
 - (c) Unscheduled inspection: It can be conducted whenever necessary.
 - (2) Notices
 - (a) The technicians of the Section shall check the equipment or facility in person and then repair it on their own. If they are unable to repair it, they shall make a purchase request to ask a contractor to repair.
 - (b) When a technician is unable to complete the repairs, they shall inform the applying unit of the reasons and try to complete the repairs as soon as possible.

- (c) Room compartment shall be considered a purchase request, and it will be handled by designated personnel of the Section depending on its location.
- (3) Application process: A unit completes and submits a repair request online → The section chief of the Section assigns a technician for repair → The case is closed.
- (4) Repair process
 - (a) Repair by the Section: On-site check → Repair by the Section → Complete the repair within seven days → Repair completed → Case closed. If the Section fails to complete the repair within seven days, the applying unit shall contact the Section.
 - (b) Repair by a contractor: On-site check by the contractor → Complete a purchase request → Submit the purchase request for approval → Repair → Repair completed → Case closed.
 - (c) A technician cannot carry out the repair if the applicant or any person from the applying unit is not around. In that case, the technician shall complete a repair rescheduling request and rearrange the repair.
- (5) Confirmation process: After a contractor or a technician of the Section completes the repair, the applicant or any person from the applying unit shall sign on the repair request to close the case.