

## DESIRED OUTCOMES OF THE OUTCOME-BASED LIFT MAINTENANCE

The desired outcomes of the OBC lift maintenance are as summarised below:

- 1) Minimise disruption to lift operations in the building and
- 2) Improve customer satisfaction

S/N	Scope of Services	Outcome Statement
1	<b>Predictive and Performance Monitoring</b> <ol style="list-style-type: none"> <li>a) Regular inspections, monitoring, and data analysis through the adoption of RM&amp;D; and</li> <li>b) Real-time tracking of lift performance, including uptime, downtime, and response times.</li> </ol>	To ensure the regular inspection and monitoring of the data gathered from RM&D to be aware and in control of the condition of the lifts, and to identify potential issues before they occur to minimize downtime, breakdown, or unexpected failure.
2	<b>Preventive Maintenance</b> <ol style="list-style-type: none"> <li>a) Scheduled maintenance tasks, such as cleaning, lubrication, and replacement of worn-out parts and faulty components; and</li> <li>b) Inspect and test system for any unusual noise or faults.</li> </ol>	To ensure that routine maintenance is performed to in a timely manner to minimize downtime, breakdown, or unexpected failure.
3	<b>Breakdown and Corrective Maintenance</b> <ol style="list-style-type: none"> <li>a) Twenty-four (24) hour first line response to attend to breakdowns, emergencies and rectify faults reported by users:               <ol style="list-style-type: none"> <li>i) Attendance to service requests/faults on site, and complete repair/rectification of service requests/faults, record and submit status reports, update progress of repair/rectification works.</li> </ol> </li> </ol>	<p>To ensure response time and rectification time to all feedback, call-backs and mantrap situation are kept within agreed service level to minimise or prevent further disruption to the lift operations, and to assure that the feedback are attended.</p> <p>To ensure a detailed and holistic solution is being proposed and implemented correctly to prevent recurrence of faults that may cause</p>

	<p>b) Inspect and troubleshoot cause of breakdowns and propose for sustainable solution to prevent repeated breakdown:</p> <p>i) Carry out inspections and troubleshooting/diagnosing causes and propose remedial actions;</p> <p>ii) Take action to prevent repeated faults;</p> <p>iii) Carry out all works as instructed by the school from time to time; and</p> <p>iv) Execute and complete the works within the specified time stipulated in the contract or as instructed and directed by the school.</p>	further disruption to the lift operations and reduce customer satisfaction.
4	<p><b>Ad-hoc minor additions and alterations repair maintenance</b></p> <p>a) Plan and execute minor enhancement and repair works;</p> <p>b) Support for events to ensure related systems operate and function properly; and</p> <p>c) Provide professional and technical support and advice on site.</p>	<p>To ensure the minor enhancement and repair works is carried out in a timely manner and value for money to prevent further malfunction of the lifts and improve customer satisfaction.</p> <p>To ensure the minor enhancement and repair maintenance are in compliance to statutory requirements, updated, recorded and documented.</p>