Standard operating procedure (SOP) · FAC-SOP-002 · Version 1.1 · Approved by the ASF Expert Committee

**Supports:** 2B.9

### At a glance

- Log every failure of a critical service within the shift.
- Find the cause, using a simple method (for example, the five whys).
- Agree one change that prevents the failure from recurring.
- Review repeated failures each quarter.
- Stop and get help straight away if: a failure is not logged or is closed without a cause.

## 1. Purpose

To make sure each failure of a critical service is recorded, analysed and used to prevent recurrence [EC].

## 2. Scope

| | |
|---|---|
| Applies to | Facilities and IT staff who respond to failures, and clinical leads who report them |
| Locations | The whole facility |
| When | At each failure and at the quarterly review |
| Does not apply to | Serious incidents, which follow INC-SOP-001 |

## 3. Definitions

| Term | Meaning |
|---|---|
| Failure | Loss, reduction or fault in a critical service |
| Cause | The underlying reason, not the symptom |

## 4. Background

A failure log only protects patients if it leads to change. Criterion 2B.9 asks for failures to be analysed so they do not recur.

## 5. Responsibilities

| Role | Responsibility | Competence |
|---|---|---|
| Responding engineer | Logs the failure; finds the cause | Engineering |
| Facilities manager | Reviews each entry; agrees the change | Facilities management |
| Quality lead | Reviews repeated failures quarterly | Quality |

## 6. Materials and equipment

| Item | Requirement | Condition |
|---|---|---|
| Failure log (FAC-REG-002) | Current | Available to responders |

## 7. Safety

- Make the area safe before investigating.

## 8. Before you start

- Note the time the failure was first seen.

## 9. Procedure

**Step 1. Log at once.**

- Enter date, time, service, area, and the impact on patients.

**Key point:** The time is the start of the evidence.

**Step 2. Restore and record.**

- Restore the service and record how it was restored and for how long it was down.

**Key point:** Restoration details are needed to see whether back-up worked.

**Step 3. Find the cause.**

- Ask why the failure happened, at least five times, until you reach a cause you can change.

**Key point:** A cause such as “the fuse blew” needs another why.

**Step 4. Agree the change.**

- Agree one change to the equipment, maintenance, testing or procedure that prevents recurrence.
- Give it an owner and a due date.

**Key point:** A change is what closes the failure.

**Step 5. Review repeats.**

- Each quarter, look for repeated failures of the same service or area.
- Escalate any repeat to the chief executive.

**Key point:** Repeats show the change did not work.

## 10. Decision points

- If a cause cannot be found within 5 working days, a specialist review is arranged (EC).

## 11. Special situations

| Situation | Action |
|---|---|
| Failure affecting patients | Also report as an incident at once. |

## 12. Escalation

- Repeated failures go to the chief executive.

## 13. Monitoring

| Measure | Target | Frequency | Owner | If not met |
|---|---|---|---|---|
| Failures logged within the shift | 100% | Each event | Facilities manager | Review of the event |
| Failures closed with a cause and a change | 100% | Monthly | Facilities manager | Escalate |
| Repeat failures reviewed quarterly | 100% | Quarterly | Quality lead | Escalate |

## 14. Records

| Record | Kept in | Retention |
|---|---|---|
| FAC-REG-002 Failure Log | Facilities file | the period set by the facility’s records policy years |

## 15. Training

- Responding engineers are trained in simple root-cause methods (EC).

## 16. Related documents

| ID | Title | Use |
|---|---|---|
| **FAC-REG-002** | Failure Log | The log |
| **INC-SOP-001** | Root Cause Analysis of Serious Incidents | For serious failures |
| **FAC-PLN-001** | Critical Services Testing and Back-up Plan | Parent plan |

## 17. Evidence

| Reference | Note |
|---|---|
| E-009 | ASF Expert Committee consensus. |

## 18. Change history

| Version | Date | What changed | Approval |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 1.0 | the date of approval | First version | Approved by the ASF Expert Committee |
| 1.1 | the date of approval | Internal quality review: corrected cross-references, status wording and document control | Approved by the ASF Expert Committee |

## E-learning for this document

- **Environment & Shared Spaces** (H-03)

**Planned course:** Planned fault prevention and maintenance. New course planned.

## References


- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)


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