

Issues Addressed by Standard Operating Procedures (SOPs)

- Laboratory Security
 - Who will keep the key, who has the duplicate? Opening procedures
 - Who opens, what time, who will close, closing checklist
- Use of ICT Lab
 - Who can request, who approves,
 - Who will be notified for equipment failure
- During the classes
 - When to turn off PCs, cover,
 - changeover procedure
- Emergency Procedures
 - Evacuation procedures
 - Fire safety equipment testing
 - Emergency drill procedures
- Long Breaks
 - Long break procedures and checklist
- Internet connection
 - Power up procedure
 - Settings and restoring
 - Troubleshooting guides
- Housekeeping Procedures
 - Regular cleaning guidelines
 - File maintenance and HDD file cleaning procedures
- Aircon and Lights
 - Cleaning procedures
 - Aircon settings and adjustments
 - When to turn-on the Aircon
- Virus recovery procedures
 - Anti-virus program updating
- Quality Improvement
 - Suggestion System
 - Regular Quality of Service Survey

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