

PUBLIC PROCEDURE / SCOPE

Care beyond handover.

Client support for engineering design, BIM and ETAP deliverables, fit-out, supply and aftercare.

Purpose and application

This public procedure sets out the approach to be applied to contracted services and supplied products within Modern Synapse's authorised scope. It complements the Quality & Project Controls, HSE & Site Safety, and Project Delivery & Handover frameworks. Contract terms, manufacturer instructions, applicable permissions and client-approved plans govern each assignment.

Responsibility

The General Manager assigns a service coordinator and a competent technical lead for each assignment. The coordinator logs enquiries, maintains communication and tracks closure. The technical lead assesses scope, risks, competence, authorisations and acceptance evidence; issues beyond available capability are escalated before work is accepted.

Service contact

Telephone: +974 3000 7460

Email: qusai@modern-qa.com

Provide the site, contract/order reference, equipment identity, symptoms, contact details and safe access arrangements. Do not send patient records or unnecessary personal information.

Response and warranty arrangements

Acknowledgement, callback, attendance and restoration targets are agreed in the quotation, contract or service agreement according to coverage hours, location, risk and available resources. A callback is a communication commitment, not a guarantee of attendance or repair within the same period. Warranty coverage, exclusions, spare-parts availability and chargeable work are confirmed in writing.

Public procedure - implementation requires assigned personnel and project-specific arrangements. This document does not establish 24/7 emergency coverage, manufacturer authorisation, ISO certification or approval by HMC, Qatar Foundation or another client.

CCR-01 / AFTER-SALES & CALLBACKS

One request. Tracked to closure.

01 / Receive and record

Assign a service reference. Record date/time, client, site, model/study revision, equipment or work package, warranty/contract reference, reported fault, caller, potential impact and preferred callback channel. Acknowledge through the agreed channel and identify the responsible coordinator.

02 / Assess urgency and safety

A competent lead assesses reported safety concerns and service interruption with the client. Where there may be immediate danger, advise use of the facility emergency process and involve its authorised team. Do not instruct unqualified persons to open, isolate or test equipment. Follow the facility's safe-use or withdrawal decision.

03 / Confirm the callback and plan

Agree priority, callback deadline, coverage, next update and technical contact. Confirm attendance separately, including access, competence, tools, parts, permits and cost authorisation. Do not promise restoration before diagnosis. Record changes to the agreed plan.

04 / Escalate missed targets

If a callback or agreed milestone may be missed, notify the customer, explain the constraint and issue a revised plan. Escalate unresolved safety concerns, repeat faults, overdue actions or disputed service to the technical lead and General Manager.

05 / Complete and follow up

Issue a service report recording findings, authorised work, parts, checks, limitations and equipment status. Obtain the client's acceptance or record outstanding items and restrictions. Confirm whether the issue is resolved; reopen repeat faults under the linked record. Record closure date and customer feedback.

CCR-02 / TECHNICAL SUPPORT

Maintain with evidence.

01 / Define the service scope

Identify asset make/model/serial number, installed location, service history and manufacturer requirements. Confirm warranty terms, applicable permissions, available expertise and any need for manufacturer or specialist assistance before accepting the task.

02 / Plan preventive maintenance

Agree an asset-specific schedule using manufacturer guidance, service conditions, risk and client requirements. Record due dates, responsible personnel and acceptance criteria. Do not apply one maintenance interval to every device or system.

03 / Prepare authorised work

Check technician competence and any required manufacturer authorisation. Confirm current instructions, suitable parts, calibrated or verified instruments where required, facility permissions and safe work arrangements. Obtain approval before variations or chargeable replacements.

04 / Record inspection and repair

Document actual findings, measurements, parts and work undertaken against the applicable instruction. Record instrument identity and calibration status where relevant. Refer work outside competence or authorisation to an appropriate specialist; do not claim unsupported certification.

05 / Release and support

The competent authorised party completes the required checks and facility acceptance before return to service. Provide reports, warranty information, unresolved limitations and follow-up dates. Track spare-parts enquiries, obsolescence and recurring faults with the customer.

Clinical engineering, radiation equipment and medical-gas work require their own competent personnel, applicable permissions and facility-approved technical procedures. This public document is not an operating, testing or repair instruction.

CCR-03 / RECALLS & SAFETY NOTICES

Identify. Notify. Resolve.

01 / Receive and verify

Log manufacturer safety notices, recalls and credible product-safety concerns. Verify the source, affected models, serial/batch identifiers and required actions with the manufacturer or authorised supplier. Escalate suspected safety issues promptly to the technical lead and management.

02 / Trace affected supplies

Review purchasing, delivery, installation and service records to identify affected stock and customers. Record units found, locations and quantities, including items not yet delivered. Preserve traceability and document any gaps.

03 / Notify and coordinate

Communicate the verified notice and required actions to the designated client contact without avoidable delay. Agree facility handling and safe-use restrictions with its authorised team. Coordinate withdrawal, quarantine, replacement or corrective work under the manufacturer notice and applicable authority/client requirements.

04 / Control and record

Identify affected stock to prevent unintended issue. Keep notification dates, acknowledgements, product identifiers, responsible parties, return or disposal evidence and corrective-action status. Required regulatory notifications are assigned to the responsible competent party and tracked.

05 / Verify closure

Confirm all identified affected items are accounted for and required corrective actions are accepted by the responsible client/manufacturer parties. Record unresolved items, escalation and final disposition. Review causes and improve traceability and purchasing controls.

Complaints and repeat failures

Log complaints independently of warranty coverage. Acknowledge, investigate using available evidence, agree corrective actions and communicate the outcome. Keep disputed or unresolved matters visible to management; do not close a safety issue solely because a commercial dispute exists.

CCR-04 / HEALTHCARE INTERFACES

Protect the occupied facility.

Before mobilisation

Agree the scope, work zone, access routes, operating hours and facility contact. The facility's clinical, infection-prevention, engineering and safety teams determine the required reviews and approvals. Identify vulnerable occupants and interfaces with essential services without collecting unnecessary patient information.

Control topic	Project-specific arrangement
Dust and infection prevention	Obtain the facility's infection-control assessment and required controls before work. Agree containment, cleaning, material movement and release criteria with the authorised team.
Noise, vibration and access	Agree permitted work windows, segregation, signage, delivery routes, exits and protection of patients, staff and visitors.
Essential services	Plan any interruption with the facility's authorised engineering team. Obtain required permits and approved contingency/restoration arrangements before isolation; unauthorised interruption is prohibited.
Waste and chemicals	Agree segregation, handling, disposal routes and approved products. Refer clinical or hazardous waste to the facility's authorised arrangements.
Completion and reopening	Record inspections, cleaning, testing and outstanding restrictions. Obtain the required facility acceptance before reopening an area or returning equipment to service.
Privacy and photography	Restrict access to client information. Do not photograph patients, screens, records or restricted areas. Publish project information only with written authorisation.

This overview does not replace a facility-approved infection-control plan, risk assessment, permit, isolation plan or technical method statement. Pause affected work if controls fail or conditions change and refer to the authorised facility team.

CCR-05 / ETHICS & RECORDS

Responsible delivery. Clear records.

Business integrity

No bribes, kickbacks, facilitation payments, collusive bidding or improper influence are permitted. Do not offer gifts or hospitality prohibited by the client. Declare actual or potential conflicts of interest to management before participation; record the decision and mitigation. Commercial decisions must use legitimate technical and business criteria.

People, suppliers and environment

Treat people respectfully and follow applicable labour, safety and environmental requirements. Do not accept forced or child labour. Check suppliers and subcontractors for scope, competence, authorisations and relevant contractual obligations; communicate these expectations and follow up concerns. Plan waste reduction and responsible material handling appropriate to the assignment.

Confidentiality and raising concerns

Limit confidential information to authorised recipients and approved systems. Report concerns through qusai@modern-qa.com or the General Manager; a concern involving that person should be referred to company ownership. Raise client-related matters through the client's official channel when required. Reports made in good faith must not result in retaliation. Protect confidentiality to the extent practicable and lawful.

Controlled record	Minimum content
Service / callback / complaint log	Reference; customer and asset; priority; agreed targets; callback/update history; owner; escalation; status and acceptance.
Recall / safety-notice log	Source; affected identifiers; traceability; customer notices; acknowledgement; corrective action; disposition and closure.
Review and document control	Review open/overdue cases, repeat faults and feedback. Control revisions, access, backups and retention through the Quality & Project Controls procedure.

Management assigns the responsible personnel, adopts the internal forms and reviews this procedure when client requirements or operating arrangements change. Public copies are reference copies; retain controlled project records and disclose them only with authorisation.