



STANDARD OPERATING PROCEDURE (SOP) CENTRAL PHOTOCOPIER CENTRE OPERATIONS AT MAQBOOL BLOCK, KEMU

KING EDWARD MEDICAL UNIVERSITY, LAHORE

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Standard Operating Procedure (SOP)

Central Photocopier Center Operations at Maqbool Block KEMU

SOP Number: KEMUIT-OPS-001

Effective Date: 1st Sep 2025

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Prepared by: IT Manager

Verified by: Director IT

Recommended by: Registrar, KEMU

Approved by: Vice Chancellor, KEMU

1.0 Purpose and Scope

1.1 Purpose: To establish standardized procedures for the efficient, secure, and accountable operation of the Central Photocopier Center in Maqbool Block at King Edward Medical University. This SOP aims to ensure the proper use of resources, maintain accurate records, facilitate preventive maintenance, and provide a clear framework for reporting and supervision.

1.2 Scope: This SOP applies to all university departments, faculty, and staff who utilize the Central Photocopier Center. It covers the use of all three photocopier machines, record-keeping (both digital and physical), inventory management of consumables, security protocols, and maintenance procedures. Supervisor under the supervision of the Director of IT, is responsible for the enforcement and management of this SOP.

2.0 Definitions

- **Central Photocopier Center (CPC):** The designated room housing the three photocopier machines.
- **Authorized User:** A faculty or staff member from any university department who has been granted access to the CPC.
- **Supervisor:** The designated individual responsible for the day-to-day operation, supervision, and reporting for the CPC.
- **Job Ticket:** A physical or digital form used to request and log photocopying jobs.
- **Consumables:** Items such as paper, ink/toner cartridges, and staples.

3.0 Roles and Responsibilities

3.1 Authorized User/Operator

- Complete and submit a Job form for every photocopy job.
- Use university resources responsibly and for official purposes only.
- Report any machine malfunctions or errors immediately to Supervisor.

- Adhere to all security and confidentiality protocols.

3.2 CPC Supervisor:

- **Access Control:** Manage and monitor access to the CPC.
- **Job Processing:** Receive, review, and execute all copy/print jobs based on submitted Job forms.
- **Record Keeping:** Meticulously maintain both the physical register and the digital logs for all jobs.
- **Inventory Management:** Monitor stock levels of paper, toner, and other supplies. Initiate purchase requests before stocks run out.
- **Maintenance Coordination:** Schedule and supervise routine cleaning, servicing, and repairs of all machines.
- **Reporting:** Prepare and submit monthly usage reports to the Director of IT and Director Administration.
- **Security & Compliance:** Ensure all users comply with this SOP and handle confidential materials appropriately.

3.3 Director of IT:

- Provide overall oversight and strategic direction for the CPC.
- Review and approve all reports submitted by the CPC Supervisor.
- Approve budget and purchase requests for new equipment/repair and consumables.
- Director Administration address any major operational or security issues escalated by the Supervisor.
- Approve the indent for store items (Rims/Stationary/Toners)

4.0 Procedure: Requesting and Executing a Copy/Print Job

4.1 Submission:

1. The authorized user must fill out a "**Photocopy Job Request form**" (see Appendix A for template).
2. The form must include:
 - Requester's Name, Department, and Contact Information.
 - Date and required completion date.
 - Description of the material to be copied (e.g., "Exam Papers," "Course Packets").
 - Number of copies required.
 - Paper size and finishing options (e.g., stapling, double-sided).

- **Confidentiality Level:** The user must check a box to indicate if the material is **Standard** or **Confidential**.
3. The form must be signed by the requester and counter-signed by the Department Head.

4.2 Processing:

1. The user submits the Job form to Supervisor.
2. Supervisor reviews the ticket for completeness and feasibility.
3. Supervisor logs the job in the "**Central Photocopier Register**" (a bound ledger book), assigning a unique Job ID number.
4. Supervisor's team performs the copying/printing task.
5. Upon completion, the operator notes the actual number of pages used, machine number used, and any issues on the Job form.
6. The user collects the completed job and signs the Job form and the physical register to confirm receipt.

5.0 Record Keeping

5.1 Physical Register (Ledger Book):

- Must be a hard-bound, page-numbered book.
- **Columns must include** Date, Job ID, Requester Name & Department, Description of Job, Quantity (Requested & Actual), Machine Used, Toner/Paper Notes, Operator Name, Recipient Signature.
- This register serves as the primary physical audit trail.

5.2 Digital Record (Spreadsheet/Software):

- Supervisor will maintain a digital log (e.g., Microsoft Excel/Google Sheets) that mirrors the physical register.
- **Additional digital fields can include** Cost Center Code, Toner Cartridge ID Number, calculated cost per department.
- The digital log must be backed up weekly to a secure on university server.

6.0 Security and Confidentiality

6.1 Access Control:

- The CPC room must be kept locked when not in use.
- Access is restricted to Supervisor and his/her designated staff only. Users are not permitted to operate the machines themselves unless explicitly authorized and trained by IT.
- Users must wait outside the CPC and will be handed their completed jobs.

6.2 Handling Confidential Materials:

- All jobs marked with "**Confidential**" on the Job form must be handled with utmost care.
- Confidential original documents must not be left unattended.
- All confidential copies must be immediately presented to the requester. No confidential output should be left in the output tray.
- Misprints or spoiled copies of confidential documents must be immediately shredded using the crosscut shredder located within the CPC.

7.0 Maintenance and Supplies

7.1 Routine Maintenance:

- **Daily:** Supervisor will visually inspect all machines, clean glass platens, and ensure paper trays are full.
- **Weekly:** Perform a test print on each machine to check print quality and alignment.
- **As Per Schedule:** Report to IT to Coordinate with the vendor for scheduled preventive maintenance and servicing every 3 months or after every 50,000 copies, whichever comes first.

7.2 Consumables Management:

- Supervisor will maintain a minimum stock level of paper and toner cartridges.
- A "**Inventory Consumption Log**" will be maintained to track the usage of each toner cartridge (serial number, date installed, machine installed on, page count at installation, date depleted).
- A purchase requisition for new supplies must be initiated when stock falls below the pre-defined re-order level.

8.0 Reporting

Supervisor will generate and submit the following reports to the Director of IT and Director Administration:

8.1 Monthly Report:

1. Summary of total copies made per department.
2. Summary of total copies per machine.
3. Any technical issues encountered.
4. Low inventory alerts.
5. Comprehensive summary of all weekly data.
6. Department-wise cost allocation/consumption report.
7. Toner and paper usage analysis.

8. Maintenance performed and upcoming scheduled maintenance.
9. Any incidents of non-compliance with the SOP.

9.0 Non-Compliance

Failure to adhere to this SOP (e.g., attempting to use machines without authorization, not reporting confidential material) may result in the suspension of photocopying privileges for the individual or department and will be reported to the Director Administration and Registrar Office for further action.


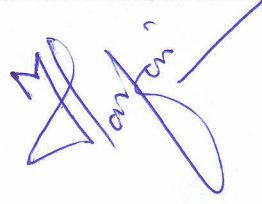
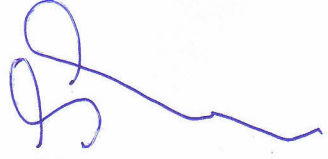
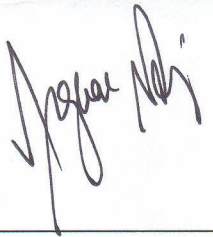
Photocopy Job Request form

Department Name: _____ Requester Name: _____

Date: _____ Requester Designation: _____

No. of copies requested: _____ Contact No: _____

Special Instruction: _____ HOD Signature: _____

Sr. No	Name and Designation	Signature
1	Prepared by: Muhammad Zahir, IT Manager, IT Department, King Edward Medical University, Lahore	
2	Verified by: Muhammad Tariq Arfan, Director IT, IT Department, King Edward Medical University, Lahore Muhammad Shafiq Ahmad, Director Administration, King Edward Medical University, Lahore	 
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4	Approved by: Prof. Dr. Mahmood Ayyaz, Vice Chancellor, King Edward Medical University, Lahore	