



# MAINTENANCE Management Accreditation Guide

- ▼ This guide is an introduction to Maintenance Management Accreditation.



**Roads and Traffic Authority**  
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# MAINTENANCE Management Accreditation Guide

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## THE PURPOSE OF THIS GUIDE

This guide is an introduction to Maintenance Management Accreditation. It summarises what you need to do in order to qualify for accreditation and to maintain accreditation. It also explains where to find other important information about the scheme.

## MAINTENANCE MANAGEMENT ACCREDITATION

Maintenance Management Accreditation encourages heavy vehicle operators to take more responsibility for servicing their vehicles regularly and ensuring their vehicles are safe at all times. It helps you manage your business more efficiently, partly because you will have clear procedures for ensuring your vehicles are well maintained, and partly because there will be reduced down time associated with breakdowns and annual inspections. It should also lead to greater road safety.

The benefits to operators can include:

- improvements in productivity and efficiency;
- improved skills and accountability of drivers and mechanics;
- reduced vehicle down time;
- greater confidence in the condition of the firm's vehicles;
- increased vehicle life and lower maintenance costs;
- improved driver morale;
- better relationships with enforcement agencies;
- reduced impact of enforcement; and
- improved safety.

Benefits to the community include better and more consistent compliance with road safety standards.

If you are an accredited operator you must ensure your vehicles are well maintained so they meet all relevant safety standards. You need to keep a record of the maintenance and servicing work done to each vehicle so you can prove the vehicles are safe at all times.

You need to ensure all accredited vehicles comply with the Road Transport (Vehicle Registration) Regulation 1999 and the relevant Australian Design Rules (ADRs). These contain mandatory requirements for the safe design, construction and maintenance of heavy vehicles.

It is up to you to decide how you are going to maintain your vehicles and prove adherence to the standards. The important thing is that you write down the method you use, and explain how it works. This will be your Maintenance Management System. To stay accredited, you need to have documents that prove your method works and your vehicles are well maintained. In part, this means keeping records of all maintenance schedules and repairs. You must also be able to prove you always follow your written procedures.



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Performance standards have been developed to ensure that everyone in the scheme has achieved the same standard of compliance. Your Maintenance Management System must comply with these standards, which are explained later in this guide.

Accredited operators are audited periodically by independent auditors to make sure they are continuing to meet the standards required by the accreditation program. If your audit is successful, your accreditation will be renewed. Alternatively, you may be asked to improve your methods in some way before your accreditation is renewed.

It is important to remember that even if you are an accredited operator you are still subject to the law and can be audited or inspected at any time in order to make sure you are conforming to the performance standards. Your vehicles' accreditation stickers will indicate to enforcement officers they are operating under an accreditation program.

## **Buses not included**

Buses and coaches will not be accredited under the maintenance management module in NSW.

## **THE MAINTENANCE MANAGEMENT STANDARDS AND HOW YOU CAN MEET THEM**

There are eight maintenance management standards you need to comply with. This section lists what they are and what they mean in practical terms. It also explains what

you need to do in order to comply with the standards and how you can show you are complying.

There are checklists at the end of the explanations to help you see whether or not you are complying with the standards. If you can tick all of the boxes in each standard's checklist, you will be complying with the standard. You also will be well prepared for an internal review and for an external audit.

In the explanations of the standards on the following pages, the term "Maintenance Management System" means the procedures you develop and write down in order to qualify for accreditation. For ease of explanation, we will call your written Maintenance Management System procedures your Maintenance Management System Manual. The manual should contain all the relevant documentation which supports your Maintenance Management System. The value of this approach is that it will assist an auditor and others to gain a good understanding of your system and what to look for during the audit. This should reduce the time an audit takes and consequently its cost.

## **Examples:**

At its simplest, the manual could be a list of procedures in a folder. Or, if the company has ISO certification, the Maintenance Management System Manual could be a computer produced manual similar to a company's Quality Assurance Manual.



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## STANDARD 1: DAILY CHECK

The Maintenance Management System must include a Daily Check for each vehicle when it is in use.

### What the standard means

The Daily Check is a documented instruction of simple roadworthiness checks. The operator shall define when the inspection is carried out, by whom and how it is recorded. The individual completing the daily check shall acknowledge the vehicle to be safe to the limits of the inspection. Records for the completion of a daily vehicle check may be kept in any format.

### What you must do to comply

- 1.1 Your Maintenance Management System must include a documented instruction detailing when the Daily Check is carried out, who carries it out, and how the check is recorded.
- 1.2 The Daily Check must cover as a minimum the inspection of:

#### Wheels and tyres

- Tyres for pressure (visual check) and tread integrity.
- Wheel security.

#### Lights and reflectors

- All lights, including clearance lights.
- All reflectors and lenses.

#### Windscreen, mirrors and wipers

- Windows and mirrors for security, damage and grime.
- Wipers and windscreen washers for ensuring clear forward vision.

#### Structure and bodywork

- All panels and readily visible structural members secure.
- Leaks of any fluid (oil, fuel, air, water, refrigerant/coolant, hydraulic fluid, brake fluid or other).

#### Brakes

- Brake failure indicators.
- Pressure/vacuum gauges.
- Drain air tanks (full air and air-over-hydraulic systems only on rigid and articulated combinations. Bus and coaches exempted).

#### On-Road Vehicle Fault Report

- Any faults found during the Daily Check are to be recorded within the On-Road Vehicle Fault Report.
- 1.3 The individual who carries out the check must understand they are certifying the vehicle is safe to the limits of the inspection when the vehicle leaves the yard or depot.

## YOUR CHECKLIST FOR STANDARD 1

- Do you have a documented instruction detailing when the Daily Check is to be carried out, who will do it and how it is to be recorded?
- Does the Daily Check cover all of the minimum inspection requirements?
- Is an appropriate On-Road Vehicle Fault Report log available to drivers and maintenance personnel?
- Is there a procedure in the Maintenance Management System Manual which describes the full responsibilities of the person/people carrying out the checks?
- Do the relevant staff understand their responsibilities when conducting Daily Checks, and are they aware that when signing off the check sheet, they are certifying that the vehicle is roadworthy to the limits of the inspection?

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## STANDARD 2: FAULT RECORDING AND REPORTING

The Maintenance Management System must ensure that provision is made to record and report vehicle faults on both the hauling and the trailing equipment.

### What the standard means

The driver should be able to record and report any recognisable fault occurring during the course of a journey so it may be assessed and rectified.

### What you must do to comply

- 2.1 Your Maintenance Management System needs to provide for a means which can be retained in the vehicle to record faults occurring during a journey to both trailing and hauling equipment.
- 2.2 A documented instruction must be included in your Maintenance Management System Manual which details how a driver records faults occurring during a journey and how the faults are reported to the maintenance provider, as soon as possible.
- 2.3 A documented instruction must be included in your Maintenance Management System Manual which provides for faults occurring at any other time to be reported to the maintenance provider as soon as possible.
- 2.4 Written instructions that explain how to find a major or serious fault, as soon as possible, even if that vehicle is away from home base, must be included in your Maintenance Management System.

### YOUR CHECKLIST FOR STANDARD 2

- Does an appropriate log exist for drivers to record the details of any faults occurring during the journey in relation to the trailing and/or hauling equipment?
- Is there a procedure in the Maintenance Management System Manual which details the requirements of drivers in relation to recording faults?
- Is there a procedure in the Maintenance Management System for ensuring that drivers all know what their fault recording and reporting requirements are?
- Is there a documented procedure in the Maintenance Management System which details how faults occurring at a time other than during a journey are to be reported to the maintenance provider?



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## STANDARD 3: FAULT REPAIR

The Maintenance Management System provides for the identification, assessment and action on reported faults.

### What the standard means

The Maintenance Management System has a method of identifying, assessing and taking action on reported faults from any source (ie driver, maintenance provider, manager) and determining the priority placed upon repair of the fault.

### What you must do to comply

- 3.1 Your Maintenance Management System must have a method in place to identify and assess the nature of a fault and place priority on its repair.
- 3.2 If a decision is made to defer working on a fault, the person making the decision must be identified on the record.
- 3.3 Where a decision is made to monitor the condition of a fault, the decision to monitor is recorded. The system must also set the upper limits for when a monitored condition is repaired (ie every 1000 km, when parts are received, etc). The identity of the person who makes the decision to monitor a fault must be recorded.
- 3.4 At the completion of the repair, records must show the fault has been rectified and tested.

### YOUR CHECKLIST FOR STANDARD 3

- Do you have a procedure for recording fault repairs and testing?
- Is there a procedure in the Maintenance Management System which outlines how to identify and assess the nature of a fault in order to place a priority on its repair?
- Does the procedure outline the process for deferring a fault and that a decision to monitor/defer a fault must be recorded?
- Does the procedure outline the requirement that the person who makes the decision to monitor/defer a fault must record their name on the fault record?
- Does the Maintenance Management System identify the upper limits for when a monitored fault is repaired (eg every 1000 km, when parts are received, etc)?



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## STANDARD 4: MAINTENANCE SCHEDULES AND METHODS

The Maintenance Management System must include periodic maintenance schedules with identified service periods that describe the tasks to be completed.

### What the standard means

Evidence that the vehicle is being systematically maintained. This will be through a series of work schedules pertinent to various vehicle and system components. Within the maintenance schedules, or available to the maintenance provider, will be a description of the tasks for the inspection, service, repair or replacement of components utilised within the vehicle.

### What you must do to comply

- 4.1 Your Maintenance Management System must include evidence that at the time of entry into the scheme, the nominated fleet had been certified roadworthy by a qualified person experienced in the inspection of heavy vehicles in accordance with the national Roadworthiness Guidelines (Vehicle Standards) and the Australian Design Rules (ADRs). The evidence cannot be more than six months old. This must include a recent statement from the operator or designated responsible person verifying that the nominated fleet is roadworthy.
- 4.2 The Maintenance Management System must include maintenance schedules which provide for the periodic maintenance of vehicles at defined intervals of time, distance, or hours of use. Schedules must include a description of the tasks to be completed during the service.
- 4.3 Your Maintenance Management System must include evidence that maintenance and repairs are only undertaken by persons having suitable qualifications or experience to competently complete any maintenance or repair tasks, or to do so under suitable supervision.
- 4.4 A table of tolerances and wear limits for major components must form part of your Maintenance Management System and it must comply with at least the national Vehicle Standards.

### YOUR CHECKLIST FOR STANDARD 4

- Do you have evidence, which is less than six months old, that the nominated fleet has been certified roadworthy by a qualified person?
- Does your Maintenance Management System detail the frequency at which periodic maintenance is to take place?
- Does the maintenance management schedule detail the tasks which need to be completed during the service?
- Do you have a table of tolerances and wear limits for major components?
- Does this table comply with at least the national Vehicle Standards?
- Are those personnel involved with maintenance in your company aware of the contents of this table and how to access it?



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## STANDARD 5: RECORDS AND DOCUMENTATION

Documented evidence must be maintained to demonstrate the effective operation of the Maintenance Management System.

### What the standard means

Essential to the maintenance system is the keeping and preservation of pertinent records.

### What you must do to comply

5.1 You will need to keep as a minimum the following documented evidence:

- that the daily check is being completed in accordance with the instruction;
- that the faults occurring on the road are being recorded and reported in accordance with the procedures;
- that reported faults are being repaired in accordance with the set method;
- that vehicles are maintained in accordance with the set periodic schedules;
- that the persons maintaining vehicles under the Maintenance Management System are suitably qualified or experienced to do so; and
- that records, procedures, and methods in place under the system are regularly reviewed in accordance with the procedures.

5.2 Ensure your Maintenance Management System procedures include steps for making maintenance management procedures available to all relevant staff.

### EXAMPLE:

You could issue specific work instructions to drivers and maintenance personnel.

You could have a distribution list for Maintenance Management System manuals.

You could provide training courses to staff.

5.3 A record of nominated vehicles must be kept and regularly updated. The format should be able to record the following details for each nominated vehicle:

- type of unit;
- manufacturer;
- date of construction;
- registration number; and
- unique identifier.

## YOUR CHECKLIST FOR STANDARD 5

- For each vehicle:
  - Do you keep documentary evidence that the Daily Check is being completed in accordance with the instruction?
  - Do you keep documentary evidence that the faults occurring on the road are being recorded and reported in accordance with the procedures?
  - Do you keep documentary evidence that reported faults are being repaired in accordance with the set method?
  - Do you keep documentary evidence that the vehicle is maintained in accordance with the set periodic schedules?
- Are those responsible for maintaining vehicles under the Maintenance Management System suitably qualified or experienced to do so?
- Do you keep documentary evidence that the records, procedures and methods in place under the system are regularly reviewed in accordance with the procedures?
- Does your Maintenance Management System Manual have procedures for ensuring all relevant staff can access or know how to access the Maintenance Management System Manual and other relevant documents?
- Do you have documentary evidence that a record of nominated vehicles is kept and regularly updated, which contains the following information:
  - type of unit;
  - manufacturer;
  - date of construction;
  - registration number; and
  - unique identifier.

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## STANDARD 6: RESPONSIBILITIES

The authorities responsibilities and duties of all positions involved in the management, operation, administration, participation and verification of the Maintenance Management System are current, clearly defined and documented.

### What the standard means

Responsibility for each operation of the Maintenance Management System is to rest with appropriate people within the road transport operation as nominated by the operator.

### What you must do to comply

In your Maintenance Management System you must clearly identify:

- what the tasks in your Maintenance Management System are; and
- who is responsible for carrying out each task listed in your Maintenance Management System Manual.

The people assigned to the listed tasks must be appropriate for those tasks.

### EXAMPLES:

An owner-driver may be responsible for almost all tasks in their Maintenance Management System.

In a bigger firm:

- a workshop manager may be responsible for ensuring the periodic maintenance schedule is followed and all faults are repaired;
- a mechanic may be responsible for carrying out maintenance checks and acting on fault reports;
- a truck driver may be responsible for conducting the daily check and reporting any faults discovered during the check or on-road and
- the depot manager may be responsible for ensuring the firm's Maintenance Management System procedures are followed at their depot.

You could choose to have a separate list of all the people involved in your Maintenance Management System and what they are responsible for, or you could simply name the positions or people responsible for the tasks, as you describe those tasks in your procedures manual.

The important thing is that somewhere you clearly identify the tasks to be carried out and who is responsible for performing each task.

There may well be overlaps. Some people may be responsible for several (or almost all) tasks, depending on the size of the firm and the way work is allocated.

## YOUR CHECKLIST FOR STANDARD 6

- Have the Maintenance Management System tasks been fully documented in the Maintenance Management System Manual?
- Are the tasks clearly described? (Could another reasonably competent person follow the steps to do the work?)
- Have responsibilities for the tasks been allocated and written down?
- Have all of the relevant staff been told what their responsibilities are?
- Do all of the relevant staff know how to access the written record of what their responsibilities are?
- Does your manual include procedures for ensuring that the standards are met and correct procedures followed?
- Have you nominated a person (or people) to ensure that your Maintenance Management System is followed?



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## STANDARD 7: INTERNAL REVIEW

The Maintenance Management System must be subject to annual internal review to verify that all results and activities comply with the system's policies, procedures and instructions.

### What the standard means

An internal review of the Maintenance Management System is a regular look at the system against the standards to see that it complies. An effective review will pick up problem areas in the basic requirements, show failures to comply with procedures, and identify non-compliances that should be fixed as soon as possible.

If you are applying for accreditation, you need to review your proposed Maintenance Management System before it is externally audited so you can be sure you meet the required standards.

If you are already accredited, you need to review your Maintenance Management System annually (and before an external audit) in order to ensure it is working and your firm continues to meet the necessary standards. By reviewing your Maintenance Management System internally first, you can save the cost of a potentially unsuccessful external audit later.

### Examples:

An internal review may pick up that some drivers do not have Maintenance Management System procedures or work instructions in their vehicles, or a driver has not had any training in the Maintenance Management System, or

the driver has not been recording faults correctly. The reviewer will raise a non-conformance report that describes the non-conformance and what should be done about it, and by when. The reviewer will then check to make sure corrective action has been taken. In the cases given as examples above, it could be a matter of ensuring the person responsible for giving drivers their work instructions is counselled, and checking periodically to ensure it is now happening; arranging appropriate training for the driver who has not had any; and counselling the driver who has not been recording faults correctly to ensure he or she understands the importance of this task, and checking periodically that it is now being carried out.

### What you must do to comply

7.1 Your Maintenance Management System Manual must include procedures for carrying out internal reviews that cover:

- when the reviews are to take place;
- who is to conduct them;
- how the reviews are to be conducted; and
- checklists to be used for the review.

The checklist of documents that you must keep will be used by your internal reviewer(s).

7.2 As far as possible you must ensure the person or people carrying out your internal reviews are independent of the procedures being reviewed. If you are an owner-operator, you could ask a trade colleague or a relative to do it for you. If you work in an ISO certified company, the internal auditor(s)



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could be asked to do it. The accrediting agency recognises that for small firms it may be hard to find somebody completely independent of the process.

7.3 Quite apart from your annual internal review, you must have written procedures for ensuring all non-compliances brought to light at any time during the year are corrected. This means identifying the people who are to be responsible for taking action so instances of non-compliance are not repeated.

The procedures for handling non-compliances should include:

- how non-compliances can be detected;
- who is responsible for detecting them;
- who else should be told about them;
- corrective action to be taken;
- timeframes for reporting identified non-compliances; and
- how the responsible person is to document the process so the non-compliance does not recur.

Evidence of non-conformances and the action taken to correct them must be retained. This is done in the form of a Non-conformance Register.

7.4 Each quarter you must write a compliance report that lists:

- the number of vehicles in your accredited fleet;
- the total number of daily checks conducted over the period and the total number of incidences where the check was not done;
- the total number of services and total number of incidences where services were not carried out at the recorded intervals; and
- the total number of fault repairs and total incidences when faults were not closed out.

### Important note:

If your quarterly compliance reports are accurate, they give a good indication of how well you are doing and of where corrective action may need to be taken. It is much better to be honest in these reports and show you are making efforts. Inevitably an external audit will find evidence of inaccuracies, so it is best to prepare accurate reports and act on them. That way you will be able to demonstrate an improvement in your next quarterly report.

7.5 Where changes to procedures are required in order to correct non-compliances, appropriate staff must be named to update the procedures.

7.6 You must retain copies of superseded procedures, along with all other documentation relevant to the review, for later audit.

## YOUR CHECKLIST FOR STANDARD 7

- Does your Maintenance Management System Manual include procedures for carrying out internal reviews which cover:
  - when the reviews are to take place;
  - who is to conduct them; and
  - how the reviews are to be conducted?
- Are internal reviews carried out by an independent person/people?
- Do you have written procedures for ensuring that all non-compliances brought to light at any time during the year are corrected?
- Have staff been identified for taking action so instances of non-compliance are not repeated?
- Do you produce a quarterly compliance report?
- Have you identified the person/people responsible for updating your Maintenance Management System procedures when necessary?

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## STANDARD 8: TRAINING AND EDUCATION

The persons who hold a position of responsibility under the Maintenance Management System are trained in and familiar with the specific policy, procedure and instruction they are to carry out.

### What the standard means

Training and education is essential to ensure all employees, including managers, understand the Maintenance Management System and have the appropriate knowledge and skills to carry out the tasks given to them.

### What you must do to comply

You need to keep evidence of relevant Maintenance Management System training provided to your staff.

### EXAMPLES:

A distribution list for your Maintenance Management System Manuals.

Records of date of training, type of training and who attended.

Work instructions issued to drivers.

### YOUR CHECKLIST FOR STANDARD 8

- Have you provided training to all relevant staff who are involved in your Maintenance Management System?
- Do you have evidence of this?
- Do you run refresher training when identified non-compliances highlight the need?



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## DOCUMENTS YOU MUST KEEP

The items with a solid coloured square could be included in your Maintenance Management System Manual in order to consolidate all your procedures for meeting the standards.

All documents must be kept for a minimum of three years for audit purposes. This includes superseded procedures. Your manual must be kept (and updated) for as long as you participate in the scheme.

- Procedures detailing when a Daily Check is to be carried out, who carries it out, and how the check is recorded.

See Standard 1: Daily Check.

- A Daily Check list.

See Standard 1: Daily Check.

- Procedures for how faults are recorded and reported.
- See Standard 2: Fault recording and reporting.

- A fault recording log/book.

See Standard 2: Fault recording and reporting.

- Procedures for dealing with faults and their repair.

See Standard 3: Fault repair.

- Evidence, less than six months old, that the fleet was certified roadworthy upon entry to the scheme.

See Standard 4: Maintenance schedules and methods.

- Procedures which detail the frequency of periodic maintenance schedules and the tasks which need to be undertaken during each service.

See Standard 4: Maintenance schedules and methods.

- Evidence of the qualifications and experience of those undertaking maintenance tasks.

See Standard 4: Maintenance schedules and methods.

- A table of tolerances and wear limits for major components.

See Standard 4: Maintenance schedules and methods.

- A list of vehicles you want to get or maintain accreditation for.

See Standard 5: Records and documentation.

- Procedures for ensuring all relevant staff can access and know how to access Maintenance Management System procedures.

See Standard 5: Records and documentation.

- A list of all tasks in your Maintenance Management System and the names (or position titles) of those responsible for carrying out the tasks.

See Standard 6: Responsibilities.

- Procedures for carrying out internal reviews.

See Standard 7: Internal review.

- Internal review reports.

See Standard 7: Internal review.

- Procedures for ensuring all non-compliances brought to light at any time during the year are corrected.

See Standard 7: Internal review.

- Non-conformance register.

See Standard 6: Internal review.

- Copies of superseded procedures your internal review has identified for updating.

See Standard 7: Internal review.

- Quarterly compliance reports.

See Standard 7: Internal review.

- Evidence of training provided to staff involved in the Mass Management System.

See Standard 8: Training and education.

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## WHAT AUDITS HAPPEN

To qualify for accreditation, you must be audited by an independent auditor to verify that your record keeping and procedures ensure that you comply with the Maintenance Management standards. This is called a System Accreditation Audit.

You also must be audited at specified intervals after you qualify so your accreditation can be renewed. These are called scheduled Compliance Audits, and they are to check you are doing what you said you would do. The first scheduled Compliance Audit will be conducted six months after your accreditation. After that, scheduled Compliance Audits occur every two or three years, depending on the length of the accreditation period.

An additional audit (Triggered Compliance Audit) may be required if, for instance, it seems you are not fully meeting all of the maintenance management standards.

Your accreditation lasts for two years unless a Compliance Audit recommends it be terminated sooner, or you have a highly successful Compliance Audit and the auditor recommends your accreditation period be changed to three years.

It is up to you to arrange and pay for these audits. To maintain your accreditation, you should arrange your

Compliance Audits to occur 12 months or less before the end of your current accreditation period.

You can get a list of accredited auditors from the Quality Society of Australasia (QSA).

## What an audit consists of

An audit is simply a check to make sure your Maintenance Management System works and you are complying with the Maintenance Management standards. If your records and procedures are all correctly in place, the auditor will recommend your application be granted or your accreditation be renewed.

There are strict guidelines for auditors, but if you have successfully completed your own internal review first the external audit should not be a problem for you.

The auditor may find some evidence of non-compliance and recommend you take corrective action. Unless the non-compliance is persistent and serious, it will not necessarily affect your re-accreditation in the long term, but you will have to demonstrate you have taken successful corrective action before your accreditation will be renewed.



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## DEFINITIONS

### Accreditation

Formal approval by the RTA of an operator's Maintenance Management system so the operator is accredited to the scheme. It means the operator is meeting the standards described in this guide.

### Accreditation period

Usually accreditation is granted for up to two years, subject to the operator continuing to comply with the standards. If a compliance audit finds a very high standard of compliance, the auditor may recommend the operator be accredited for three years instead of two. This recommendation will be acted upon at the RTA's discretion.

### Accredited operator

The owner or manager of a transport company that has been granted accreditation.

### Audit

A systematic and documented review by an external, accredited auditor of an operator's Maintenance Management System. There are two main types of audit: System Accreditation Audits and Compliance Audits. Compliance Audits can be scheduled or triggered.

A System Accreditation Audit is conducted after an operator has developed a Maintenance Management System, conducted an internal review and applied for accreditation. The result of this audit determines whether or not the operator's vehicles are accredited.

A Compliance Audit is conducted before an operator's accreditation can be renewed. For a newly accredited operator, the first Compliance Audit is conducted six months after accreditation is granted. Otherwise, scheduled Compliance Audits are conducted 12 months or less before an operator's accreditation period expires. An operator must conduct an internal review before arranging a Compliance Audit.

A triggered Compliance Audit can be conducted at any time by an auditor engaged by the RTA. For example, if there is reason to believe that an operator is no longer complying with the Maintenance Management standards, a triggered compliance audit may be required.

### Corrective action

Action taken to eliminate the causes of an existing non-conformity, defect, or other undesirable situation in order to prevent a recurrence.

### Internal review

A review arranged by an operator to ensure their firm continues to comply with the standards. Internal reviews must be conducted annually, and corrective action taken if necessary. An internal review should always be conducted before a Compliance Audit is arranged.

### Maintenance Management System

An operator's procedures for ensuring his or her firm complies with the Maintenance Management Standards.

### Non-conformance

A deficiency in the characteristics, documentation or implementation process of an operator's Maintenance Management System which means it does not fulfil a specified requirement of the NHVAS.

It covers the lapsing or absence of Maintenance Management System elements required by the NHVAS module standards. It also covers the failure of the Maintenance Management System to comply consistently with the NHVAS module standards.

### Major non-conformance

Non-conformance so significant it requires rectification prior to accreditation being granted/renewed (eg the absence of a significant element in the operator's Maintenance Management System or failure to conform to the agreed Maintenance Management System so a serious breach of the NHVAS module standards arises.)

### Minor non-conformance

Non-conformance resulting in a minor breach of the NHVAS module standards (eg a random or unsystematic error such as the failure to record something properly.)

### Register

A list of nominated vehicles for which an operator is seeking or has been granted accreditation.

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## ACKNOWLEDGEMENT

The RTA wishes to acknowledge the contribution of Queensland Transport in the production of this publication.

## FURTHER ENQUIRIES

If you have any questions about accreditation, or the contents of this information sheet, contact:

Roads and Traffic Authority  
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Level 14, 101 Miller Street  
North Sydney NSW 2060  
**Phone: 1300 811 684 Fax: 1300 785 155**



**Roads and Traffic Authority**  
[www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)