

Motor Vehicle Registry Information Bulletin

V69 – National Heavy Vehicle Accreditation Scheme Maintenance Management

Effective Date: 28 March 2008

Introduction

The Maintenance Management Accreditation Program (Maintenance Management) forms one of the operational modules of the National Heavy Vehicle Accreditation Scheme (NHVAS). The module is aimed at encouraging operators to function more cost effectively by implementing appropriate vehicle management systems, and has broader community benefits such as increased road safety and reduced wear on road infrastructure.

For further information regarding NHVAS please refer to the following Information Bulletins;

- V67 – National Heavy Vehicle Accreditation Scheme, and
- V68 – Mass Management (NHVAS).

These Information Bulletins can be accessed on-line at the Department of Planning and Infrastructure website at: <http://www.nt.gov.au/transport/mvr/vehiclestandards/infobulletins/index.shtml>

The NHVAS Business Rules, Standards and Audit matrices are available on-line at the National Transport Commission (NTC) website address at: <http://www.ntc.gov.au>

Operators who wish to benefit from Maintenance Management must have an appropriate auditable transport management system in place which demonstrates compliance with the eight (8) standards listed below.

Standards

1. Daily Check:

This is a documented instruction for a basic daily check of all vehicles nominated in the scheme and must include as a minimum the inspection of;

- wheels and tyres,
- lights and reflectors,
- windscreen, mirrors and wipers,
- structure and bodywork,
- evidence of oil and fluid leaks, and
- an inspection of brake failure and wear indicators, the operation of gauges, and bleed off of contaminants from air reservoirs (buses and coaches may be exempt if impractical).

What you need to do:

- Have a documented set of instructions detailing how the daily check is to be carried out, where it is recorded, how faults are reported and who is responsible for performing these duties.
- All staff involved in the daily check need to be sufficiently trained and should understand their responsibilities.
- Have written copies of staff duties freely available to relevant staff and ensure they know where to find it.

2. Fault recording and reporting:

A means of recording, reporting and rectifying any fault found during the course of the journey must be in place.

What you need to do:

- Have a documented procedure for the driver to record any mechanical fault found on any scheme nominated vehicle during daily operation.
- Have a system in place where by the fault is duly reported to relevant staff or maintenance contractors and rectified.
- Ensure the driver is aware of the various stages of the process and that they are informed when the work is completed.
- Have a procedure in place that details how faults are recorded outside of normal journeys, e.g. if faults are noticed by any staff whilst truck is parked in a yard or being loaded by a third party.

3. Fault Repair:

The Maintenance Management System must have a method of identifying, assessing, prioritising and rectifying any faults reported from any source.

What you need to do:

- Have procedures in place that process and document all reported vehicle faults and the actions taken to rectify.
- Allocate and train persons responsible for the maintenance of the various stages of the fault management process.
- Outline the procedures of fault management. This should include the person responsible for fault assessment, actioning and finalising.
If the fault is of low priority or does not present an immediate safety risk, the system should detail how and who will monitor it and at what stage it will be rectified.
- Have a way of monitoring the repair process so that the driver is aware of what stage the repair is at.

4. Maintenance schedules and methods

A maintenance regime detailing service intervals and procedures must be documented.

What you need to do:

- Supply evidence that the vehicles you intend to nominate for entry into the Maintenance Management Scheme have been certified by qualified persons as being in a roadworthy condition.
- Have a routine maintenance schedule for all nominated vehicles detailing service frequencies and work required.
- Have a table of tolerances, manufacturer's specifications and legal wear limits for components subject to wear and degradation.
- Have written assurances from third party suppliers and repairers that all work performed complies with the Maintenance Management Standards.
- Ensure all staff associated with the maintenance of nominated vehicles are aware of their duties and responsibilities.

5. Records and documentation

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

What you need to do:

- Keep documentary evidence for each accredited vehicle that details;
 - daily check is being completed in accordance with the instructions,
 - faults are correctly recorded and reported,
 - reported faults are assessed and repaired in accordance with the documented methods, and
 - vehicles are maintained in accordance with the maintenance schedule.
- Ensure all persons responsible for maintaining the vehicles are suitably qualified and trained in their duties.
- Keep documentary evidence to show that the records, procedures and methods in place are regularly reviewed in accordance with the maintenance system.
- Maintain a record of nominated vehicles containing the minimum information of;
 - type of vehicle,
 - manufacturer,
 - date of manufacture,
 - registration number, and
 - Vehicle Identification Number (VIN), or other unique identifier.

6. Responsibilities

Each person involved in the management system must have a sound understanding of their duties and responsibilities, and must be appropriate for the task. In the event that a delegated person becomes unavailable to perform their task, a procedure should be included to re-allocate their task to alternate persons.

What you need to do:

- Fully document all tasks and the allocated persons who perform them.
- Ensure delegated persons are the most appropriate for the task, fully understand their role and responsibilities and know where to access the written copies explaining these duties.
- Have back up procedures that allow for situations when the delegated persons can not perform their duties (e.g. when sick or on leave) and suitably train these alternative people to perform these duties.
- Ensure that the standards are met and the correct procedures are followed.
- Nominate a person or persons to ensure that all aspects of the system are followed.

7. Internal review

An annual internal review must be performed to verify that all results and activities comply with the system's policies and procedures. Any anomalies found during the auditing process need to be accurately identified for correction. This may mean a change in procedures, staff counselling, or a re-assessment of training guidelines.

What you need to do:

- Have written procedures for conducting internal reviews, including when the reviews are to be performed, what person or body will conduct them and what guidelines they will follow.
- Make the person carrying out the review as independent as possible. This will ensure a subjective view of the system is achieved.
- Include procedures within the system that ensure that all anomalies or non-compliances identified can be dealt with immediately.
- Identify staff duties to include taking action so that known non-compliances are immediately addressed.
- Produce quarterly compliance reports which summarise the on-going performance of the system.
- Allocate responsible staff to update system procedures as required.

8. Training and education

All persons who hold positions of responsibility under the system need to be suitably trained. This means that people taking part in the operation of the system need to understand their own role as well as how the overall system works. Copies of the system procedures should be easily accessible to staff and assistance should be provided to those who need help with duties.

What you need to do:

- Provide training and education to all relevant staff in relation to the principles of Maintenance Management and individual duties.
- Keep evidence of this training.
- Ensure all staff are aware of their role within the system and have a good understanding of their responsibilities.
- Ensure new staff and alternate personnel are suitably trained.

Further Information

For further information regarding NHVAS and its modules contact the Department's Accreditation and Audit Unit.

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