

## Motor Vehicle Registry Information Bulletin

# V68 – National Heavy Vehicle Accreditation Scheme Mass Management

Effective Date: 28 March 2008

## Introduction

The Mass Management Accreditation Program (Mass Management) forms one of the operational modules of the National Heavy Vehicle Accreditation Scheme (NHVAS). The module is aimed at encouraging heavy vehicle operators to take more responsibility in ensuring their vehicles are loaded efficiently and within legal limits. Accreditation assists operators to function more cost effectively and with greater productivity, 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
- V69 – Maintenance 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 Mass Management must have an appropriate auditable transport management system (the System) in place which demonstrates compliance with the eight (8) standards listed below.

## Standards

### 1. Responsibilities:

Functions of each component of the System must be clearly defined, documented, and allocated to the appropriate persons. Each person having a role within the System must be responsible for correctly recording their tasks and ensuring the processes are kept within the System's operational requirements. These records provide the information needed to monitor the System's compliance with the Mass Management Standards.

#### What you need to do:

- Document and describe the System's tasks.
- Allocate these tasks to the appropriate person or persons.
- Inform relevant staff of their specific duties within the System and have the necessary information freely accessible by them.
- Include processes to ensure the correct procedures are followed and that the standards are complied with.

## 2. Vehicle Control:

A comprehensive register of nominated vehicles including subcontractors must be maintained (Vehicle Control List). Trailers are not required to be nominated in the NHVAS Mass Management module.

The Vehicle Control List includes;

- date of accreditation,
- registration number,
- registered owner (company/subcontractor),
- Gross Vehicle Mass (GVM)/ Gross Combination Mass (GCM) of the vehicle,
- Tare weight (maximum weight before loading),
- Accreditation Label serial number (Label number), and
- date nominated/deleted from scheme.

### What you need to do:

- Keep a record of each vehicle that is accredited in Mass Management (Vehicle Control List).
- Record the location of the list and the nominated person responsible for its maintenance.
- Keep supporting documents of the vehicle details in a recorded location.
- Allocate staff to ensure any changes with vehicles in accreditation are conveyed to Motor Vehicle Registry (MVR).
- Have documentary evidence to show that any subcontractors used are aware of their responsibilities and agree to meet the standards.
- Ensure all drivers know the maximum load limits for each accredited vehicle they drive.

## 3. Vehicle use:

Operators must have documentation of the System that objectively demonstrates that the loading of nominated vehicles is controlled to ensure that axle masses and gross masses remain within legal limits. This system must be verifiable by an alternate means (see Standards 5 - Verification).

### What you need to do:

- Have documented procedures that identify each participating vehicle's legal load limits.
- Ensure all staff involved in loading know the legal limits of each vehicle and that they are legally loaded before departure.
- Keep written procedures for the various methods used to load different products and any variations needed, (e.g. temperature fluctuations, rain and changes in product density).
- Provide documented verification methods which routinely check the main method of loading.
- Have procedures to ensure that all vehicle loads are accurately recorded and documented.
- Have procedures that verify information supplied by third parties, (i.e. what methods are in place to check consigned weights or products loaded by a third party).
- Ensure all third parties involved understand and agree to their responsibilities and have access to necessary vehicle information.

#### 4. Records and Documentation:

Documentary evidence must be maintained to demonstrate the effective operation of the System. This would include; procedures that ensure records of each loading (journey) are produced and maintained for auditing purposes; all relevant staff understand their duties and responsibilities; written copies of system procedures are accessible and available to all staff involved.

##### What you need to do:

- Keep documentary evidence for each vehicle's journey that includes;
  - registration number or fleet number,
  - measured mass of the vehicle before departure, and
  - details of the trip e.g. date, time and location.
- Ensure all persons involved in the loading process are suitably trained in their duties and know how to access the necessary information.
- Keep documentary evidence to show that the records, procedures and methods in place are regularly reviewed and updated as necessary.

#### 5. Verification:

The weight of a vehicle and load must be verified to produce an auditable record. The System must prove that the methods used to ensure correct loading are accurate and consistent. This can be achieved by checking the procedural method against an alternative method. The method and frequency of verification must be documented and accessible by relevant staff and will depend on the types of loads carried and operating conditions. Some examples of verification methods are; documented or calculated weight of a load could be verified by on-board scales or periodic weighbridge measurements; or if the primary method of weighing is to use a weighbridge, its calibration certificate could be used as verification.

The System must document where and how these verification records are maintained, and contain corrective procedures in the event of deficiencies being uncovered in the original measurement method.

The System must have a back-up procedure if the usual method of measurement becomes temporarily unavailable, (e.g. a component or measuring device breaks or requires service). These alternative procedures must be written down and relevant staff made aware of where they are kept and when to use them.

##### What you need to do:

- Have written procedures that verify each loading method and the frequency at which they are used.
- Keep documentary evidence of each load verified, where this information is stored and the person responsible for maintaining these records. This may include a measurement equipment certification schedule.
- Have procedures for correcting measurement methods found to be inaccurate or deficient.
- Have a back-up system of determining the correct loading of a vehicle which can be used when the primary method becomes temporarily unavailable.
- Ensure staff understand the back-up procedures and know when to implement them.

## 6. Internal Review:

The System must be subject to regular internal reviews to verify that it continues to comply with the standards. Ideally, this would be performed by an independent person or body and should pick up possible problems within the System and identify any areas of non-compliance with the standards.

An annual review of the System must be performed as well as the production of quarterly compliance statements. It is also recommended that an internal review be performed before external audits to minimise the costs associated with the external auditing body.

### 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.

## 7. Training and Education:

All persons who hold positions of responsibility within the System must be suitably trained to competently carry out their specific duties. The operator is required to keep evidence of the training provided to relevant staff.

### What you need to do:

- Provide training and education to all relevant staff in relation to the principles of Mass 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.

## 8. Suspension Maintenance:

All vehicles nominated in the Mass Management module (including trailers being hauled by accredited vehicles), must have their suspension systems maintained and replaced in accordance with the manufacturer's or a qualified mechanical engineer's specifications.

Hauling units and trailers must have certified Road Friendly suspension if operating under Higher Mass Limits (HML).

### What you need to do:

- Have a documented copy of the manufacturer's specifications for all suspension systems on each vehicle used in the Mass Management Scheme.
- Have a documented maintenance regime for checking and servicing the suspension of vehicles used in the scheme.
- Have procedures in place for recording, reporting and rectifying faults identified.
- Allocate staff to ensure procedures for maintaining vehicle suspension systems are followed and that these staff members are aware of their responsibilities.

## Further Information

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

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