

# What is Maintenance Management Accreditation?

Maintenance Management is one of the three modules of operator accreditation under the National Heavy Vehicle Accreditation Scheme (NHVAS), the other modules are Mass Management and Fatigue Management. Western Australia operators as separate, but very similar, (WA) Accreditation process

NHVAS is a National Quality Assurance system where transport operators have systems and processes in place to meet the standards of accreditation set by the National Heavy Vehicle Regulator (NHVR).

Accredited operators are required to have their systems, processes and records independently verified (Audited) by authorised NHVAS Auditors on a regular basis.

The regular reviews by NHVAS Auditors ensure that the operator is keeping the required records and complying with their own quality procedures. If an operator does not meet the required standards their accreditation can be suspended or cancelled.

In return, operators gain substantial benefits, such as protection under Chain of Responsibility (CoR) legislation, increased payloads (Mass Management), increased operational hours (Fatigue Management) and the removal of the requirement for annual Roadworthiness Inspections which is a requirement for some heavy vehicle registrations (Maintenance Management).

**For Maintenance Management the following is required:**

**The operator must have a comprehensive Quality or Procedures Manual which documents the various processes that are in place to ensure that vehicles are regularly maintained to ensure they are in a safe and roadworthy condition and are subject to pre departure checks for each day of operation.**

**Nominated vehicles must have the required NHVAS Accreditation label affixed and must have been subject to a full roadworthiness inspection before being admitted to the scheme.**

**Drivers are required to be inducted in all aspects of the operator's system, this may not be a formal course and will depend on the complexity of the operation and the experience of the driver.**

**At a minimum drivers should be provided with some basic instructions and introduction into what is required including the requirement to complete a pre departure check of the safety related equipment before operating the vehicle and the process required to complete a "Fault Report" and what steps to take if a serious fault is discovered or occurs whilst operating the vehicle.**

**The operator is required to have scheduled, preventative servicing in place for all nominated vehicles and trailers. This usually includes weekly, monthly and annual services with detailed records required to be documented and retained.**

**The procedures must include a corrective process to follow up any missed services, pre departure checks or overdue fault repairs which may compromise safety.**

## Basic Driver Instructions for Maintenance Management

1. Ensure that the required documents and books, including Fault Report Book, Pre departure checklist and Interception Report Book, are in the vehicle and are current. Make sure you read these documents.
2. A plastic folder or similar will keep them clean and usable and shows that you are taking pride in your work if pulled over for a check. You are also required to carry a letter of authority from the accredited operator and a copy of the operator's accreditation certificate.
3. Ensure that you have been adequately instructed on what is expected of you in regards to operating under Maintenance Management accreditation. This guide has been designed to assist you to understand your responsibilities and duties. The operator has a procedures manual detailing all the various requirements, if you want detailed information you can refer to the company manual.
4. Prior to departure you are required to complete the vehicle and trailer Pre Departure checklist, the checklist details the various items that you are required to complete to ensure the combination is safe to use.
5. Inspect the vehicle and trailer/s and record any faults that are found on the fault report sheet, faults are required to be categorised, after consultation with the administrator, as Minor, Major or Serious. Major or Serious faults should be reported to the nominated administrator for advice before departing as immediate repair may be required.  
  
**Minor Faults:** Do not affect the operation or safety of the vehicle. Can normally be quickly repaired by the driver on route (ie on roadside or when refuelling)  
**Major Faults:** Generally do not affect the operation of the vehicle and do not compromise safety. May require specialist repair or service.  
**Serious Faults:** Impact on the safety or integrity of the vehicle and require immediate repair. May require towing or specialist roadside repair.
6. At the end of the trip return the completed paperwork to the nominated administrator who will ensure that the fault is repaired and the completed and signed off fault report filed within the operators system. The kilometre reading on the driver run sheet or similar will prompt the administrator to ensure that the required scheduled servicing is completed.
7. The Interception Book, this book should be completed by the intercepting officer if you are pulled over, some officers will not complete the book, don't press the issue. Copies of Interception slips are returned by the officer to the State Road Authority and retained for audit purposes. Interception slips record all instances where vehicles are checked on the road, even when no defects or offences are detected. Always request an Interception report be completed if no faults are found
8. A Non Conformance Report (NCR) is required to be completed if a problem occurs within the system, such as missed pre departure checks, faults not detected or missed services, this is no big deal, just documenting what has occurred and putting in place a process to prevent a reoccurrence. You are not helping by hiding records of the occasional problem, if "it" happens, we have to deal with it, not hide it.

Finally, if you need advice, have questions or need help, ring MassManagement.com on freecall **1300 35 00 89**. This number will divert to a trained and experienced consultant who can provide on the spot advice and guidance, please do not hesitate to contact this number.