

## Maintenance Management Administrator Tasks

Read the procedures, they are written in a way that should both outline what is required to be completed and how you go about complying with the various requirements.

The primary focus should be on ensuring that drivers complete a pre-trip inspection of the vehicle and trailer and the completion of a "Fault Report" if any defects are found.

Fault Reports are then required to be managed to ensure that reported Faults are properly repaired, tested and records are signed off and filed for audit and verification purposes.

In the workshop, records of the repairs of faults are required to be kept, the fault reports have a section on them for the repairer to sign off.

Another important aspect is the scheduling, completion and recording of vehicle servicing and repairs by workshop and servicing staff.

In the workshop, regular preventative servicing of the nominated vehicles and trailers are required to be completed, the procedures contain industry standard service schedules, the schedules are typical of those used throughout the industry and include 10,000, 25, 000 and 200,000 km service sheets for both vehicles and trailers.

Whilst most operators are completing regular servicing and repairs but lack the required records and documentation required to meet the Accreditation Standards.

The Administrator nominated in these procedures is responsible for the production and update of the various forms and checklists contained in this manual. The administrator is required to keep the documents up to date and legible.

Sufficient copies of the blank forms and checklists are to be made available to ensure that the procedures and processes outlined in these procedures can be followed at all times.

Under quality management principles, "if you do it, you must document it" and therefore "if you haven't documented it, you haven't done it".

To stay accredited you must be able to prove, by way of records and documentation, that you have completed the required checks, repairs and scheduled services to all nominated vehicles required by the procedures.

There are several review processes contained in the procedures to ensure that someone is monitoring the completion of pre-trip checks, repairs and servicing, this includes an Annual Checklist and Non Conformance Reports (NCR's)

NCR's are required to be completed when it is found that the system is not being followed properly, such as servicing staff not recording services on

1. Induct each driver that will be operating the vehicle, there is a simple training and induction process outlined in the procedures including a driver checklist. Once the induction is complete ensure that the Training and Induction Register is completed and signed
3. Check that the vehicle Fleet Register is complete with the Maintenance Management label number (if applicable) recorded for each nominated prime mover and trailer.
4. For each nominated vehicle and towed trailers, complete a vehicle/trailer specification form, this form records the required information to ensure the vehicle is properly maintained and that the required manufacturers handbooks and repair instructions are available.
5. Ensure that the required fault repair booklets or run sheets outlined in the Maintenance Procedures Manual (Records and Documentation section), are placed in the vehicle and occasionally check that they remain in the truck, are current and legible. A plastic folder or similar will keep them clean and usable and looks professional if the driver is pulled over for a check.
6. Ensure that drivers have been instructed as to what they are required to do, including pre trip checks, fault reports and reporting any issues to management or administration.
7. Ensure drivers are completing the required tasks and forwarding documentation to you as instructed, this should be done at least weekly so as records can be checked and any actions followed up quickly.
8. To satisfy the Fault Repair and Maintenance requirements for both prime movers and trailers, explained in your procedures, ensure that you have the required proof if this has been completed by your service provider. This proof may be in the form of Tax Invoices or similar documents which clearly details the work undertaken. If you complete these checks yourself, ensure that the appropriate "Service Sheet", contained in the procedures, has been completed for each prime mover and trailer.
9. Each year, complete the Annual Review checklist, basically a "housekeeping" process to ensure that the various components contained within the procedures are current and being completed to ensure that you are meeting the Maintenance Management standards.
10. Remember that all records, forms and statements are not required to be submitted to the State Road Authorities, they are required to be retained by you and will be checked for completeness and accuracy during your bi annual "Renewal Compliance Audit"
11. **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.**