

# 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 stay qualified. It also explains where to find other important information about the National Heavy Vehicle Accreditation Scheme (NHVAS or the Scheme).

**Maintenance Management Accreditation** on page 4 explains the purpose of accreditation so that you can see what it is intended to achieve, why performance standards are required, and the reason audits are carried out on accredited operators.

**Maintenance Management Standards and how you can meet them,** starting on page 5 lists the performance standards that you will be required to meet if you want to become an accredited operator, and explains what they mean. It also explains what you need to do to meet these standards.

**Documents you must keep** on page 16 lists the documents that you will need to create and keep, to show that you meet the standards. They represent your Maintenance Management System.

**The audit process** on page 17 covers the auditing process that will be carried out regularly, and how to prepare for an audit. It also explains when an unscheduled audit may be required.

**Other information to help you** on page 18 is a list of papers, reports, and other useful information prepared by the National Heavy Vehicle Regulator (NHVR) and the National Transport Commission (NTC). These documents provide more detail about accreditation and your responsibilities as an accredited operator.

# Maintenance Management Accreditation

Maintenance Management Accreditation encourages heavy vehicle operators to take more responsibility for maintaining their vehicles correctly and ensuring that they are always in good mechanical condition. It helps you to manage your business more efficiently, partly because you will have clear procedures to ensure that your vehicles are correctly maintained and partly because the risk of penalty for faulty vehicles or equipment will be reduced. Better maintenance means fewer breakdowns and broken delivery deadlines. It will also lead to improved road safety.

The benefits to operators can include:

- productivity and efficiency improvements
- correct maintenance of your vehicles at all times with consequent savings
- increased vehicle life
- reduced rejection of your vehicle(s) by customers because of perceived poor maintenance
- better driver confidence
- reduced impact of enforcement
- better relationships with enforcement agencies.

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

Your methods of complying are up to you but they must be reliable and verifiable.

If you are an accredited operator you must know that your vehicles are maintained in good mechanical condition at all times and that faults are noted, diagnosed and fixed whenever they arise. You need to keep accurate records of your maintenance program so that you can prove that your vehicles are properly maintained at all times.

It is up to you to decide how you are going to prove your vehicles' maintenance condition. For example, you could use the service record book in each vehicle signed by the service dealer or your own workshop records combined with dated stickers

of last service/inspection details attached to the vehicles' windscreens.

The important thing is that you write down the system you intend to use and explain how it works. This will be your Maintenance Management System. To stay accredited, you need to have documents that prove your methods work and your vehicles are properly maintained with any faults observed, recorded and repaired as necessary. In part, this means keeping your records of vehicle servicing and repairs. You must also be able to prove that you always follow your written procedures.

The performance standards have been developed to ensure that each operator in the scheme has properly maintained vehicles. Your Maintenance

Your methods of complying are up to you but they must be reliable and verifiable.

Management System must comply with the standards explained later in this guide.

As an accredited operator you will be audited periodically by an independent auditor to make sure that you are continuing to meet the standards of the scheme. If your audit is successful, your accreditation will be renewed. Alternatively, you may be asked to improve your system in some way before your accreditation is renewed.

Remember, accreditation does not exempt you from the law. You can be audited at any time and your vehicles are subject to on-road checks to make sure you conform to the performance standards.

However, Maintenance Management Accreditation will ensure you receive preferential treatment from enforcement agencies. You will be required to undergo fewer on-road checks and when you do encounter a random check your vehicle will be dealt with as quickly as possible. The Maintenance Management Accreditation stickers on your vehicles will identify them to inspectors.



Maintenance schedules are important for all types of heavy vehicles.

## Maintenance Management Standards and how you can meet them

There are eight Maintenance Management Standards and one optional standard (Standard 9) with which you need to comply. This section lists the standards and explains 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.

Use written procedures to say how you will meet the requirements.

There are checklists at the end of each explanation 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 that standard. You will also be well prepared for an internal review and for an external audit.

Make sure all relevant staff are given copies and read them.

In the explanation 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. These written procedures make up your Maintenance Management System Manual. This manual should contain all the relevant documentation that 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.

### Example

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

## Standard 1: Daily check

- 1.0 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 for basic safety checks. The operator must define when the inspection is carried out, by whom and how it is recorded. The person completing the daily check must acknowledge the vehicle to be safe to the limits of the inspection.

If you do it, write it down.

If you don't write it down how can you prove that you do it?

### 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 to ensure clear forward vision.
- Structure and bodywork
- all panels and visible structural members are secure
  - leaks of any fluid (oil, fuel, air, water, refrigerant/coolant, hydraulic/brake fluid or other).

### Brakes

- brake failure indicator(s)
- pressure/vacuum gauges
- bleed off contaminants from air tanks (full air and air over hydraulic systems only on rigid and articulated combinations. Buses and coaches are exempted due to the nature of their systems).

### Pre-Trip 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 that he or she is 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 that describes the full responsibilities of those carrying out the checks?
- Do relevant staff members understand their responsibilities when conducting daily checks and are they aware that, when signing off the check sheet, they are certifying that the vehicle meets the basic safety check?

## Standard 2: Fault recording and reporting

2.0 The Maintenance Management System must ensure that provision is made to record and report vehicle faults on both the hauling and 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 that it may be assessed and rectified.

Record it, verify it, keep records.

### What you must do to comply

- 2.1 Your Maintenance Management System needs to provide for a means that can be retained in the vehicle to record faults occurring to both hauling and trailing equipment during a journey.
- 2.2 A documented instruction must be included in your Maintenance Management System Manual which details how drivers record faults occurring during a journey and how the faults are reported to the maintenance provider.
- 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 A documented instruction exists that provides direction to fix major or serious faults as soon as possible, even if the vehicle is away from home base.
- 2.5 Documentation to fix major faults as soon as possible, even if vehicle is away from home.

## 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 hauling and/or trailing equipment?
- Is there a procedure in the Maintenance Management System Manual that 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 that details how faults occurring at a time other than on a journey are to be reported to the maintenance provider?

Regular checks ensure your vehicles meet the requirements of the standards.

### Standard 3: Fault repair

3.0 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 (i.e. driver, maintenance provider or manager) and determining the priority placed upon repair of the fault.

- 3.1 Your Maintenance Management System must have a method in place to identify and assess the nature of the 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 must be recorded. The system must also set the upper limits for when a monitored condition is repaired such as every 1000 kilometres, when parts are received and/or 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 date the fault was rectified and tested.

Regular checks ensure your vehicles meet the requirements of the standards.

### 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 that 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 repair must be recorded?
- Does the procedure outline the requirement that the person who makes the decision to monitor/defer a fault must be named on the record?
- Does the Maintenance Management System identify the upper limits for a monitored fault to be repaired (e.g. every 1000 kilometers, when the parts are received etc.)?



## Standard 4: Maintenance schedules and methods

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

### What the standard means

This standard provides evidence that a vehicle is being systematically maintained. This could be through a series of work schedules related to the various vehicle components. Within the maintenance schedules, or available to the maintenance provider, will be a description of the items for inspection, service, repair or the components to be replaced.

### What you must do to comply

- 4.1 Your Maintenance Management System must include evidence that, at the time of entry to the scheme, the nominated fleet has 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 that 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 who have suitable qualifications or experience to competently complete any maintenance or repair tasks or to do so under 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 the manufacturer's specifications and 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 of periodic maintenance?
- 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 get access to it?

Clear procedures for staff to follow will ensure maintenance checks are completed as required.

## Standard 5: Records and documentation

5.0 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 relevant 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 instructions
  - that the faults occurring on the road are being recorded and reported according to the procedures
  - that reported faults are being repaired in accordance with the documented method(s)
  - 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
  - that the 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.

The format should be able to record the following details for each nominated vehicle:

- date
- 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?
  - faults occurring on the road are being recorded and reported in accordance with the procedures?
  - reported faults are being repaired in accordance with the set method?
  - 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 all relevant documents?
- Do you have documentary evidence that a record of nominated vehicles is kept and regularly updated, which contains the following information:
  - date
  - type of unit
  - manufacturer
  - date of construction
  - registration number
  - unique identifier.

### Example

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

You could have a distribution list for Maintenance Management System manuals and any amendments. You could provide training courses to staff.

## Standard 6: Responsibilities

6.0 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 an appropriate person 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 tasks must be appropriate for those tasks.

### 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 task 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 the correct procedures followed?
- Have you nominated a person (or people) to ensure that your Maintenance Management System is followed?

### Example

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

In a bigger firm:

- a workshop manager may be responsible for ensuring the periodic maintenance schedule is followed and all faults 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
- a depot manager may be responsible for ensuring the firm's Maintenance Management System procedures are followed at that 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 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 or the way work is allocated.

## Standard 7: Internal review

7.0 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, which 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 that 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 that 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 audit later.

### What you must do to comply

7.1 Your Maintenance Management System 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
- checklists to be used for the review.

The checklists 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 to do it for you. NHVR recognises that, for small firms, it may be hard to find somebody completely independent of the process, but you must do the best you can. If you work in an ISO certified company, the internal auditor(s) could be asked to do it.

### Example

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, by whom 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 counseled and checked periodically to ensure it is now happening;
- arranging appropriate training for the driver who has not had any;
- counseling 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.

- 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:

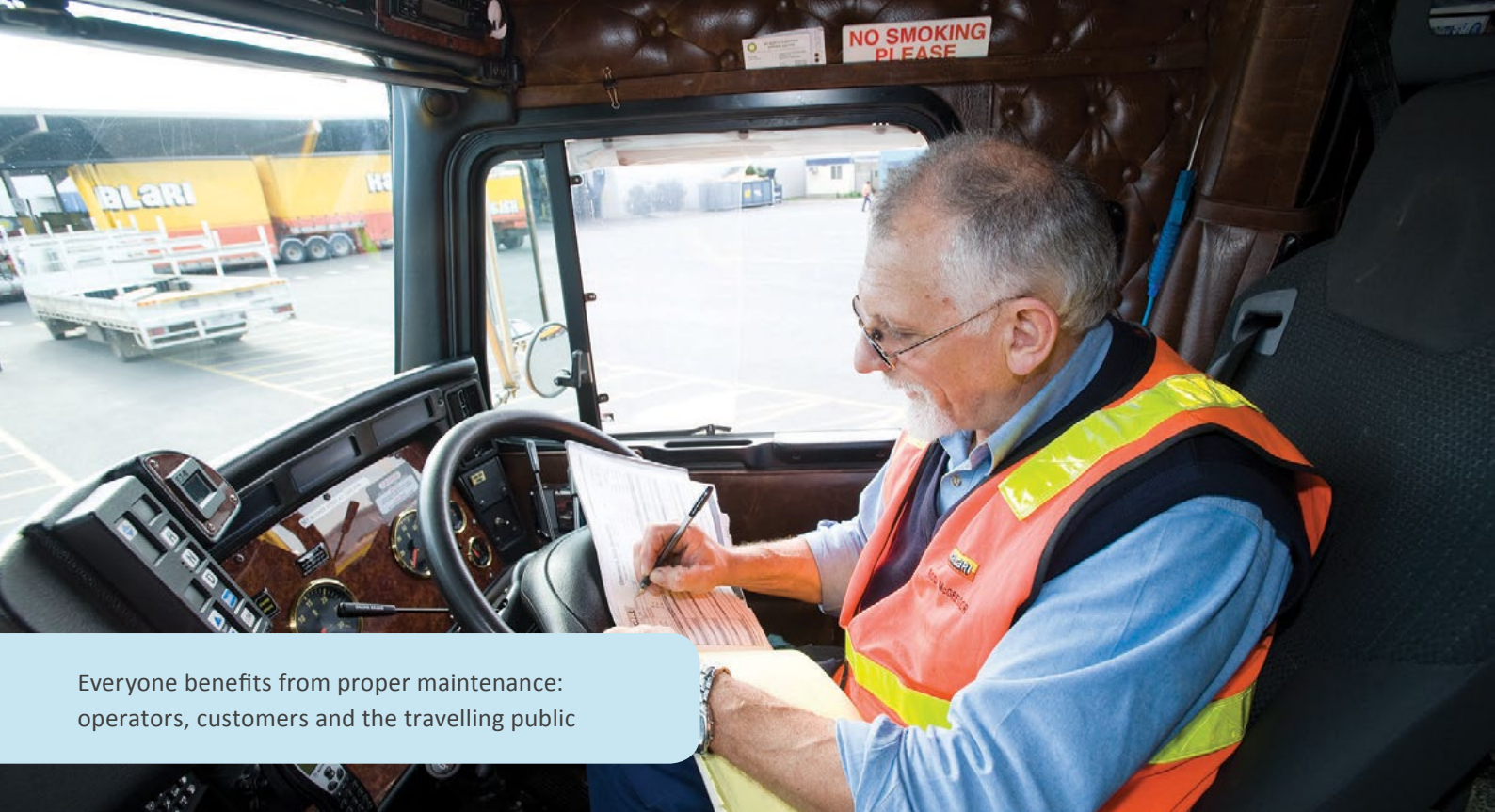
- how non-compliances can be detected
  - who else should be told about them
  - corrective action to be taken
  - timeframes for reporting identified non-compliances
  - how the responsible person is to document the process so the non-compliance does not recur.
- 7.4 Evidence of non-conformances and the action taken to correct them must be retained. This is done in the form of a non-conformance register.
- 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
  - the total number of fault repairs and total incidences when faults were not rectified.
- 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.

#### 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 that 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.

#### Your checklist for Standard 7

- Does your Maintenance Management System include procedures for carrying out internal reviews that 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 are brought to light at any time?
- Has 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?



Everyone benefits from proper maintenance: operators, customers and the travelling public

### Standard 8: Training and education

8.0 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(s) 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.

#### Example

Work instructions issued to drivers and maintenance personnel.

Have a distribution list for Maintenance Management System manuals and any amendments.

Records of training, type of training and who attended.

## Standard 9: Fuel Quality (for operators using accreditation to gain a fuel tax credit)

9.0 Fuel purchased for use in the vehicle must be obtained from a reputable supplier and when stored, the storage facilities must be properly designed and maintained to prevent fuel contamination and deterioration.

### What the standard means

Control of the diesel fuel quality is essential to minimising the environmental damage caused by the emissions from a heavy vehicle.

### What you must do to comply

An operator would need to identify the following:

- the source of bulk fuel supply.
- measures taken to ensure that there was no fuel contamination or deterioration during storage.

### Your checklist for Standard 9

- Have you provided instruction to all relevant staff, including drivers, who are involved in your Maintenance Management System about ensuring fuel is obtained from a reputable supplier?
- Do you have evidence of this?
- Have staff been identified for taking action so instances of non-compliance are not repeated?
- Evidence of fuel purchases including those for regular supply and those of an ad hoc nature (see Standard 9: Fuel Quality).
- Evidence of emissions testing (also known as the 'DT80' test) which has been undertaken (see Standard 9: Fuel Quality).
- Pre-1996 vehicles fitted with Post-1 January 1996 engines:
  - Documentary evidence to demonstrate that the engine installed in the vehicle was manufactured on or after 1 January 1996 and is certified to ADR 70/00, ADR 80/00 or ADR 80/01
  - Documentary evidence in the form of an engineers certificate, or proof of calculations showing that manufacturers' specifications have been met in relation to the engine installation, including appropriate components.

### Important Note:

A vehicle which is part of the NHVAS maintenance module (an Australian Tax Office accredited audited maintenance program), is eligible for the fuel tax credit for diesel fuel used in the vehicle.

If the vehicle has been manufactured on or after 1 January 1996, diesel fuel used in the vehicle is eligible for the fuel tax credit. Vehicles manufactured before 1996 which have been retrofitted with an engine manufactured on or after 1 January 1996 may qualify for the fuel tax credit.

In order to make a claim, you must retain the current membership certificate or equivalent documentation demonstrating the vehicle's membership of NHVAS maintenance module for the period for which the claim is being made.

You can download the Fuel Tax Credit for Heavy Diesel Vehicles: Guidelines for Satisfying Environmental Criteria to assist you with your record keeping, but other systems providing an equivalent level of information are acceptable. The template is available from the Australian Government Department of Infrastructure and Transport at [http://www.infrastructure.gov.au/roads/environment/fuel\\_tax\\_credit/guidelines.aspx](http://www.infrastructure.gov.au/roads/environment/fuel_tax_credit/guidelines.aspx) or visit the Department of Infrastructure and Transport at [www.infrastructure.gov.au](http://www.infrastructure.gov.au)

# Documents you must keep

The items marked below 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 your Maintenance Management System and any 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, 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 into 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 the tasks in your Maintenance Management System and the names (or positions and 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 recorded. See Standard 7: Internal review.
- Non-conformance register. See Standard 7: 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 Maintenance Management scheme. See Standard 8: Training and education.
- Evidence of fuel purchases including those for regular supply and those of an ad hoc nature. See Standard 9: Fuel Quality.
- Evidence of emissions testing (also known as the "DT80" test) which has been undertaken. See Standard 9: Fuel Quality.
- Pre-1996 vehicles fitted with post-1 January 1996 engine.
  - documentary evidence to demonstrate that the engine installed in the vehicle was manufactured on or after 1 January 1996 and is certified to ADR70/00, ADR80/00 or ADR 80/01
  - documentary evidence in the form of an engineers certificate, or proof of calculation showing that manufacturers specifications have been met in relation to the engine installation including appropriate components.



# Audit process

To qualify for accreditation you must be audited by an independent auditor to verify that your record-keeping and procedures ensure you can comply with the Maintenance Management Standards. This is called an On-Entry Accreditation Audit.

You must also be audited at specified intervals after you qualify so that your accreditation can be renewed. These are called Scheduled Compliance Audits, and they are to check that 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 are required within the last twelve months of your current accreditation period.

An additional audit (Triggered Compliance Audit) may be required if, for instance, it seems that you are not fully meeting all of the Maintenance Management Standards.

Your accreditation lasts for two years unless a Compliance Audit recommends that it be terminated sooner.

It is up to you to arrange and pay for these audits.

You can get a list of accredited auditors from the NHVR website, RABQSA, or by calling the NHVR on 1300 MYNHVR (1300 696 487).

An audit shows how your system is working and where it can be improved.

## What is an audit?

An audit is simply a check to make sure that your Maintenance Management System works and that you are complying with the Maintenance Management Standards.

If your records and procedures are all correctly in place, the auditor will recommend that your application be granted or that your accreditation be renewed.

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

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

# Applying for accreditation and other information to help you

## Applying for accreditation and other information to help you.

These publications are all available from the NHVR website [www.nhvr.qld.gov.au](http://www.nhvr.qld.gov.au) or by calling 1300 MYNHVR (1300 696 487):

- Business Rules of the National Heavy Vehicle Accreditation Scheme
- Maintenance Management Accreditation Guide
- Mass Management Accreditation Standards
- Maintenance Management Accreditation Standards
- Mass Management Module Audit Matrix
- Maintenance Management Module Audit Matrix
- Fatigue Management Accreditation Standards
- Fatigue Management Accreditation Guide
- Basic Fatigue Management (BFM) Module Matrix
- Advanced Fatigue Management (AFM) Module Matrix.

Information on certified auditors can also be found at [rabqsa.com](http://rabqsa.com)

## Applications and approvals through the NHVR

To apply for Maintenance Management Accreditation you can apply and pay through the NHVR, with NHVR staff ready to assist with applications and queries. Applications and payments can be submitted to the NHVR online through web-based 'smart forms', or writing by email fax or post.

All NHVAS accreditation granted or renewed before 21 January 2013 under state or territory legislation or business rules will be preserved under the expiry date on the accreditation certificate, which in most cases will not exceed three years. NHVAS participants will receive a reminder before their accreditation expires and, for 21 January 2013 that accreditation must be renewed with the NHVR.

## National Heavy Vehicle Accredited Scheme Accreditation labels, nominated vehicles and interception report books

Under the National Heavy Vehicle Accreditation Scheme it is a requirement that each nominated vehicle displays an accreditation label and carries an Interception Report Book. Changes must be notified within 14 days.



## Fee Schedule

Information on the relevant fees for accreditation are located on the NHVR website under the laws and policies section.



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