

NHVAS AUDIT SUMMARY REPORT

REQUIREMENT OF STANDARD	Compliance Codes	Corrective Action Request Number (CAR)	Agreed Closeout Date	Closed out Date
Std 1. Daily Check	NC	CAR1	30/04/2015	30/04/2015
		CAR2	30/04/2015	30/04/2015
		CAR3	30/04/2015	30/04/2015
Std 2. Fault Recording and Reporting	NC	CAR4	30/04/2015	30/04/2015
		CAR5	30/04/2015	30/04/2015
Std 3. Fault Repair	V	NIL		
Std 4. Maintenance Schedules and Methods	NC	CAR6	30/04/2015	30/04/2015
		CAR7	30/04/2015	30/04/2015
Std 5. Records and Documentation	NC	CAR8	30/04/2015	30/04/2015
		CAR9	30/04/2015	30/04/2015
		CAR10	30/04/2015	30/04/2015
		CAR11	30/04/2015	30/04/2015
		CAR12	30/04/2015	30/04/2015
		CAR13	30/04/2015	30/04/2015
		CAR14	30/04/2015	30/04/2015
Std 6. Responsibilities	V	SFI		
Std 7. Internal Review	NC	CAR15	30/04/2015	30/04/2015
Std 8. Training and Education	NC	CAR16	30/04/2015	30/04/2015
		CAR17	30/04/2015	30/04/2015
Std 9. Fuel Quality (fuel tax credit only)	NA	NIL		

AUDIT OBSERVATIONS AND COMMENTS

MAINTENANCE MANAGEMENT SUMMARY OF AUDIT FINDINGS

Please refer to audit matrix for details of assessment steps.

MAINTENANCE MANAGEMENT	DETAILS
<p>Std 1. Daily Check (Review procedures/policy and evidence of completion, including documented fault reporting)</p>	<p>Some items were identified as missing from the daily check checklist – Brakes - Check pressure/vacuum gauges.</p> <p>The Document called “Daily check fault report “identified as form 11.3 is being used for vehicles that are away from the depot for several days, this document is not capturing daily checks for vehicles that are being used in combination with the prime mover.</p> <p>There are two forms identified as 11.3</p> <p>The policy manual does not include the instruction, that the driver by signing the daily check checklist is certifying that the vehicle is safe to the limit of the inspection.</p>
<p>Std 2. Fault Recording and Reporting (Review procedures/policy, evidence of completion for both trailing and hauling equipment, and reporting mechanism)</p>	<p>The documented instruction at 8.2 does not reference that both hauling and trailing equipment are to be covered by the daily check process.</p> <p>A documented instruction does not exist that provides direction to fix major or serious faults as soon as possible, even if the vehicle is away from home base.</p>
<p>Std 3. Fault Repair (Review procedures/policy, evidence of assessment and prioritising, identification of responsible person, evidence of repairs conducted and maintenance of records)</p>	<p>Procedures & processes assessed within this standard are compliant.</p>
<p>Std 4. Maintenance Schedules and Methods (Review procedures/policy, evidence of roadworthiness certification, when applicable, maintenance schedules, tables of tolerance, identification of responsible person, evidence that maintenance is conducted with scheduled timeframe)</p>	<p>The policy and procedure manual contains the instruction that “prior to each compliance audit, the Proprietor provides a statement to the auditor verifying the nominated vehicle(s) roadworthiness.”</p> <p>Evidence of the statement that nominated vehicles are roadworthy prior to each compliance audit was unable to be produced.</p> <p>It was established that there is no documented procedure to cover vehicles that are stood down from use at various times for differing amounts of time. These vehicles will not have been checked or serviced according to stated schedules. Before a vehicle</p>

MAINTENANCE MANAGEMENT	DETAILS
	<p>that has been out of service for a stated period of time is returned to service, a basic safety check is to be conducted. A documented procedure needs to be added to the service schedule to account for this process.</p>
<p>Std 5. Records and Documentation (Review availability of the documented maintenance system, and ensure the following is maintained: Fleet register Daily checks Fault recording and reporting Fault repairs Scheduled maintenance Authorities and responsibilities Internal review)</p>	<p>When completing daily check records proper names without abbreviations is required along with recording registration numbers which are legible.</p> <p>It was established that not all daily check records are being recorded as required.</p> <p>The Quarterly Compliance Reports confirmed an upward trend in the number of daily checks that have not been performed.</p> <p>You must ensure all drivers are aware of their responsibilities and comply when completing daily check records.</p> <p>Service forms are recording klms since last service not the odometer reading at the time of the service as listed on the form, all items checked are not fully being completed and the signature for who had completed the service is not always included. The odometer reading when a service was completed at is not being recorded on the service check sheet. The kilometres travelled since last service is being recorded instead. Service check sheets must either record the odometer as requested or the form be updated to match the current process.</p> <p>The vehicle register does not contain all required information. The type of unit, the vehicle GVM, the name of the manufacturer & the date of construction are not included.</p> <p>I was unable to view evidence that your vehicles are maintained by suitably qualified or experienced persons. Persons undertaking maintenance must be suitably qualified or experienced to maintain vehicles they are responsible for and copies of these documents are to be kept for audit purposes.</p>
<p>Std 6. Responsibilities (Review responsibilities for the maintenance management system, including defined responsibilities for the above dot points, and identification of external service providers)</p>	<p>While separation of duties was able to be established for the various roles and responsibilities it is suggested that a review of all current positions within the accreditation undergo review to establish the most current organisational structure and the associated roles and responsibilities.</p>

MAINTENANCE MANAGEMENT	DETAILS
<p>Std 7. Internal Review (Review procedures/policy, evidence of completion of Compliance Statements and Internal Reviews, including records of any Interception Reports, NCRs raised and CARs to eliminate recurrence)</p>	<p>The quarterly compliance statement is not recording the number of vehicles that are nominated into the accreditation. Where the number of vehicles is to be entered the word “primemover is being recorded.</p> <p>The amendment register while containing relevant changes lacks clarity in the system of using an obsolete document register and a current amended pages register. The two sections contained conflicting information and require clearer detail for why the change was made and who approved the change.</p> <p>Internal reviews are being completed in November not August as identified in the manual.</p> <p>Manual not authorised (signed off) for use by operator.</p>
<p>Std 8. Training and Education (Review procedures/policy, appropriateness of training, evidence of training records and identification of responsible person)</p>	<p>Training / Education Records are incomplete. The training records are not signed by the person who conducted the training and all subjects delivered are not recorded.</p> <p>It was also established that training records were not available for administration staff.</p> <p>You will need to ensure that all employees, including managers understand the NHVAS Maintenance Management System and have the appropriate knowledge and skills to carry out the tasks given to them.</p>
<p>Std 9. Fuel Quality (fuel tax credit only) (Review fuel storage arrangements and that supply is from a reputable supplier)</p>	<p>Not assessed at this audit.</p>

CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
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Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 1
Corrective Action Request (CAR) Number	CAR 1

Non-conformance and action taken	
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Observed Non-conformance:

I observed that your vehicle maintenance daily check record does not meet the minimum items required to be checked as outlined in Standard 1 of the NHVAS Maintenance Management Accreditation Standards.

Your vehicle daily check does not include

- The checking of brake pressure/vacuum gauges and
- Verification that the individual(s) who carry out the checks understands that they are certifying that the vehicle is safe to the limits of the inspection when the vehicle leaves the yard or depot.

You must ensure a procedure is implemented that complies with the standard.

You will need to revise your checklist, implement it and notify all drivers of the new requirements.

To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended	
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Comments:

Auditor signature		Date	___ / ___ / ___
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
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Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 1
Corrective Action Request (CAR) Number	CAR 2

Non-conformance and action taken	
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Observed Non-conformance:
 I observed that two daily check recording documents are both identified as "FORM 11.3". In addition to this conflict the document titled "Daily check fault report" is being used for vehicles that are away from the depot for several days, however this document is not capturing daily checks for vehicles that are being used in combination with the prime mover.
 You will need to rectify the conflict with form identification and ensure the registration number of all vehicles in the combination are recorded as having had a daily check completed.
 To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature	Position	
	Date	___ / ___ / ___

Corrective Action Accepted and Recommended	
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Comments:

Auditor signature	Date	___ / ___ / ___
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 1
Corrective Action Request (CAR) Number	CAR 3
Non-conformance and action taken	

Observed Non-conformance:

I observed your NHVAS Maintenance Management Procedure Manual did not include a documented instruction detailing:

- That the individual who carried out the check understands that they are certifying that the vehicle is safe to the limits of the inspection, when the vehicle leaves the yard or depot.

You must ensure a procedure has been documented and implemented to comply with the standard.

To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended

Comments:

Auditor signature		Date	___ / ___ / ___
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 2
Corrective Action Request (CAR) Number	CAR 4
Non-conformance and action taken	

Observed Non-conformance:

I observed that within your NHVAS Maintenance Management Procedure Manual "Fault Recording, Reporting and Repair" section, there is no mention that this procedure applies to both the hauling and trailing equipment.

You will need to submit an amended procedure for "Fault Recording, Reporting and Repair" and notify all drivers of this new requirement.

You must ensure a procedure has been implemented to comply with the standard.

To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended

Comments:

Auditor signature		Date	
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
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Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 2
Corrective Action Request (CAR) Number	CAR 5

Non-conformance and action taken	
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Observed Non-conformance:
 I observed that there was no documented instruction for drivers that provides direction to fix major or serious faults as soon as possible, even when the vehicle or trailer is away from home base.
 You must ensure a procedure has been implemented to comply with the standard and notify all drivers of this requirement.
 To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature	Position	
	Date	___ / ___ / ___

Corrective Action Accepted and Recommended	
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Comments:

Auditor signature	Date	___ / ___ / ___
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
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Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 4
Corrective Action Request (CAR) Number	CAR 6

Non-conformance and action taken	
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Observed Non-conformance:

I observed that the statement that all nominated vehicles are roadworthy prior to each compliance audit as required by your policy and procedure manual was unable to be produced.

Should this documented instruction be incorrect or outdated then your policy and procedure manual requires updating to reflect the change or the statement must be produced as required.

You must ensure a procedure is implemented to comply with the instruction or amend your policy and procedure manual to reflect the correct process.

To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended	
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Comments:

Auditor signature		Date	
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 4
Corrective Action Request (CAR) Number	CAR 7
Non-conformance and action taken	

Observed Non-conformance:

It was established that there is no documented procedure to cover vehicles that are stood down from use at various times for differing amounts of time. These vehicles will not have been checked or serviced according to stated schedules. Before a vehicle that has been out of service for a stated period of time is returned to service, a basic safety check is to be conducted. A documented procedure needs to be added to the service schedule to account for this process.

You must ensure a procedure is implemented to comply with the instruction or amend your policy and procedure manual to reflect the correct process.

To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended			
Comments:			
Auditor signature		Date	___ / ___ / ___

CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 5
Corrective Action Request (CAR) Number	CAR 8
Non-conformance and action taken	

Observed Non-conformance:

I observed in some instances persons completing the daily check record are not using their proper name or writing the registration number in a legible manner.

Both the Christian and surname of the person completing the check is required to be captured on the record as well as the registration number, in a legible form, for all vehicles checked.

You must ensure staff are aware of their responsibilities and comply when completing records.

To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended

Comments:

Auditor signature		Date	
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 5
Corrective Action Request (CAR) Number	CAR 9
Non-conformance and action taken	

Observed Non-conformance:

It was established that not all daily check records are being recorded as required. The Quarterly Compliance Reports confirmed an upward trend in the number of daily checks that have not been performed.

You must ensure all drivers are aware of their responsibilities and comply when completing daily check records.

To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended

Comments:

Auditor signature		Date	
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 5
Corrective Action Request (CAR) Number	CAR10
Non-conformance and action taken	

Observed Non-conformance:

I observed that the odometer reading when a service is completed at is not recorded on the service check sheet. The kilometres travelled since last service is being recorded instead. Service check sheets must either record the odometer as requested or the form updated to match the current process.

You must ensure documented procedures are complied with or amend your policy and procedure manual to correctly reference current processes that are used.

To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended

Comments:

Auditor signature		Date	
			___ / ___ / ___

CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
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Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 5
Corrective Action Request (CAR) Number	CAR11

Non-conformance and action taken	
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Observed Non-conformance:
 I observed that your list of nominated vehicles does not include the type of vehicle, the vehicle GVM, the name of the manufacturer or the vehicle's date of construction. You must ensure that a record of nominated vehicles is kept and regularly updated. The format should be able to record the following details of each nominated vehicle; type of unit, manufacturer, date of construction, registration number and unique identifier.
 To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended	
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Comments:

Auditor signature		Date	
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
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Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 5
Corrective Action Request (CAR) Number	CAR12

Non-conformance and action taken

Observed Non-conformance:
 I was unable to view evidence that your vehicles are maintained by suitably qualified or experienced persons.
 To clear this CAR, you will need to demonstrate persons undertaking maintenance are suitably qualified or experienced to maintain vehicles they are responsible for and retain copies of these documents for future audit purposes.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	__ / __ / __

Corrective Action Accepted and Recommended

Comments:

Auditor signature		Date	__ / __ / __
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 5
Corrective Action Request (CAR) Number	CAR13

Non-conformance and action taken

Observed Non-conformance:

I observed that your set periodic maintenance schedules for trailer services are not being met. Evidence for trailers receiving all required "B" services was unable to be produced. You must ensure that all vehicles are maintained in accordance with your set periodic maintenance schedules.

To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended

Comments:

Auditor signature		Date	___ / ___ / ___
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
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Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 7
Corrective Action Request (CAR) Number	CAR14

Non-conformance and action taken

Observed Non-conformance:
 I established that internal reviews are being done, however they are not being done every August as identified in the internal review documented procedure.
 You must amend your manual to include a description of when the annual internal review is to be conducted in accordance with current processes.
 To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended

Comments:

Auditor signature		Date	
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 7
Corrective Action Request (CAR) Number	CAR15

Non-conformance and action taken

Observed Non-conformance:
 I observed that your NHVAS Maintenance Management Procedure Manual has not been authorised for use by the director of the accreditation holder ABC Transport.
 To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature	Position	
	Date	___ / ___ / ___

Corrective Action Accepted and Recommended

Comments:

Auditor signature		Date	___ / ___ / ___
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
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Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 8
Corrective Action Request (CAR) Number	CAR16

Non-conformance and action taken	
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Observed Non-conformance:
 Training / Education Records are incomplete. The training records are not signed by the person who conducted the training and all subjects delivered are not recorded.
 It was also established that training records were not available for administration staff.
 You will need to ensure that all employees, including managers understand the NHVAS Maintenance Management System and have the appropriate knowledge and skills to carry out the tasks given to them.
 To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature	Position	
	Date	___ / ___ / ___

Corrective Action Accepted and Recommended	
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Comments:

Auditor signature	Date	___ / ___ / ___
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CORRECTIVE ACTION REQUEST (CAR)

Operator's Name (legal entity)	ABC Transport
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Non-conformance type <i>(please tick)</i>	
Un-conditional <input checked="" type="checkbox"/>	Conditional <input type="checkbox"/>

Non-conformance Information	
Non-conformance agreed close out date	30 April 2015
Module and Standard	Maintenance Management STD 8
Corrective Action Request (CAR) Number	CAR17
Non-conformance and action taken	

Observed Non-conformance:

I observed that you were unable to produce employee training records to confirm that all staff had received training and were aware of their responsibilities associated with NHVAS Maintenance Management System.

You will need to ensure that all employees, including managers understand the NHVAS Maintenance Management System and have the appropriate knowledge and skills to carry out the tasks given to them.

You must ensure a procedure has been documented and implemented to comply with the standard.

To clear this CAR, you will need to provide evidence this requirement is complied with.

Corrective Action taken or to be taken by operator:

Operator or Representative Signature		Position	
		Date	___ / ___ / ___

Corrective Action Accepted and Recommended

Comments:	
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Auditor signature		Date	
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