

# 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. 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.

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.