The National Heavy Vehicle Accreditation Scheme (NHVAS)

Mass Management Guide — April 2009
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Introduction

The purpose of this guide
This guide is an introduction to Mass 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 scheme.

Mass Management Accreditation
Mass Management Accreditation encourages heavy vehicle operators to take more responsibility for loading their trucks correctly and ensuring their trucks are not overloaded. It helps operators to manage their business more efficiently, partly because there are clear procedures for ensuring vehicles are not overloaded, and partly because there will be reduced risk of penalties arising from mass offences. It should also lead to greater road safety.

The benefits to operators can include:
• improvements in productivity and efficiency
• correct loading of vehicles the first time, with consequent savings
• increased vehicle life and lower maintenance cost
• meeting duty of care responsibilities
• improved driver morale
• better relationships with enforcement agencies
• reduced impact of enforcement.

Benefits to the community include better and more consistent compliance with road safety standards by heavy vehicle operators and preservation of the road asset.

If you are an accredited operator, you must know what your trucks weigh when they are loaded to ensure they do not exceed the relevant mass limits. You need to keep a record of the loaded weight for each trip so you can prove the trucks were within relevant mass limits.

It is up to you to decide how you are going to prove your vehicles’ weight when they are loaded. You could use a weighbridge, on-board scales, estimate the weight from the volume of the load, or a combination of methods.

The important thing is that you write down the method you use, and explain how it works. This will be your Mass Management System. To stay accredited you need to have documents which prove your method works and your trucks are not overloaded. In part, this means keeping your records of vehicle weights. You must also be able to prove you always follow your written procedures.

Performance Standards have been developed to ensure everyone in the scheme has achieved the same standard of compliance. Your Mass Management System must comply with these Standards, which are explained later in this Guide.

Accredited operators are audited periodically by independent auditors to make sure they are continuing to meet the Standards required by the Accreditation Program. If your audit is successful, your accreditation will
be renewed. Alternatively, you may be asked to improve your methods in some way before your accreditation is renewed.

It is important to remember that even if you are an accredited operator you are still subject to the law and can be audited or inspected at any time in order to make sure that you are conforming to the performance Standards. Your vehicles’ accreditation stickers will identify them to enforcement officers.

**The Mass Management Standards and how you can meet them**

There are eight Mass Management Standards you need to comply with. This section lists what they are and what they mean in practical terms. It also explains what you need to do to comply with the Standards and how you can show you are complying.

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

In the explanations of the Standards on the following pages, the term “Mass Management System” means the procedures that you develop and write down in order to qualify for accreditation. For convenience we will call your written Mass Management System procedures your Mass Management System Manual. The manual should contain all the relevant documentation that supports your Mass 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. Or, if the company has International Standardisation Organisation (ISO) certification, the Mass Management System Manual could be a computer produced manual similar to a company’s Quality Assurance Manual.
1 Mass Management Standards

Standard 1: Responsibilities

1.0 The authorities, responsibilities and duties of all positions involved in the management, operation, administration, participation and verification of the Mass Management System are current, clearly defined and documented.

What the Standard means

Although this Standard is listed first, it is a summary of all the others. If you have met all of the other Standards then you will meet this one.

What you must do to comply

In your Mass Management System you must clearly identify:

- what the tasks in your Mass Management System are
- who is responsible for carrying out each task listed in your Mass Management Manual.

The people assigned to the listed tasks must be appropriate for those tasks. There is no point in allocating a task like issuing delivery dockets to the sales manager. The sales manager ultimately may be responsible for delivery dockets, but the weighbridge clerk or sales clerk is more likely to actually do the issuing.

Examples:

An owner-driver may be responsible for almost all tasks in their Mass Management System.

In a bigger firm:

- a workshop manager may be responsible for calibration of scales
- a forklift driver may be responsible for recording the weight of pallets loaded on certain types of truck
- a truck driver may be responsible for checking a weighbridge’s digital display to ensure that the vehicle’s axle weights are shown correctly
- a yard supervisor may be responsible for ensuring there are maintenance contracts for all weighbridges
- the depot manager may be responsible for ensuring the firm’s Mass Management System procedures are followed at their depot.

You could choose to have a separate list of all the people involved in your Mass 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 procedures 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 and the way work is allocated.

Your checklist for Standard 1

- Have the Mass Management System tasks been fully documented in the Mass Management System Manual?
Are the tasks clearly described? (Could another reasonably competent person follow the steps to do the work?)

Have responsibilities for the tasks 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 correct procedures followed?

Have you nominated a person (or people) to ensure that your Mass Management System is followed?

Standard 2: Vehicle control

2.0 All vehicles nominated by the operator must be operated in accordance with the Mass Management System.

What the Standard means

You must be able to prove that the vehicles in your Mass Management System meet the necessary Mass Management Standards.

What you must do to comply

2.1 You need to keep a list of all the trucks you want to register for accreditation, including subcontractors’ vehicles. It is the operator’s responsibility to allocate a label to a vehicle and keep a list of which label is on which vehicle.

You do not need to nominate every truck used by your firm, just the ones for which you want accreditation.

The list must include the following details about each vehicle:

• registration number

• registered owner

• registered GVM or GCM

• manufacturer’s GVM or GCM

• tare weight (including full fuel tank and any normal operating equipment or other materials)

• accreditation label’s serial number (if accreditation has already been granted for the vehicle).

2.2 You need to be able to show each vehicle has a manufacturer’s rating to carry the mass allowed.

Example:

If a six axle vehicle has a GCM rating of 42.5 tonnes but you want to take advantage of the higher mass limit of 45.5 tonnes, you would need to have the manufacturer or a recognised engineer re-rate the vehicle to 45.5 tonnes, and provide a rating certificate.

A vehicle’s compliance plate or technical specifications usually show the manufacturer’s rating.
2.3 Sometimes mass permits or gazette notices are issued for specific vehicle loadings. You must make sure any vehicles needing a mass permit do actually have one in addition to their normal registration certificate.

2.4 If you want to include a subcontractor’s trucks in your accreditation, you need to have:

- Evidence of a formal arrangement between you and the subcontractor.

  Example:

  A letter of agreement, a contract, or the subcontractor’s trucks painted in your company’s colours.

- Evidence that the subcontractor agrees to meet the Standards required for accreditation (for example, a letter signed by the subcontractor in which he or she agrees to meet the accreditation Standards).

  Important note:

  If a subcontractor does work for other people and fails to comply with the Mass Management Standards in that work it could put your accreditation at risk even though you are not involved in the other work.

Your checklist for Standard 2

- Do you have a list of all the vehicles for which you want accreditation?

- Does the list show all of the required details for each vehicle?

- Are all the documents verifying those details (e.g. registration or engineering certificates, mass permits, gazetted mass limits) stored in an identified place?

- Are subcontractors’ vehicles included in the list and identified separately in some way?

- Are there documents to show that subcontractors have agreed to meet the Mass Management Standards?

- Have you written down where all of the various documents are stored?

- Is someone responsible for keeping the list of vehicles up to date?

- Does the Mass Management System Manual describe when the list is to be updated?

- Does the Mass Management System specify who notifies the Department of Transport and Main Roads that a new vehicle is to be included or deleted and who removes accreditation labels?

- Is there a procedure in the Mass Management System for ensuring that all drivers know what the mass limits are for the accredited vehicles they drive?

Standard 3: Vehicle use

3.0 The vehicle mass must be determined by weighing or by a method of assessment prior to departure, and must allow for any variation.
What the Standard means

Before a loaded vehicle departs it must be weighed or have its weight assessed by other means. You need to be able to show your loading system is objective and delivers axle and gross loading within the relevant limits before the vehicle goes on the road.

Examples:

• Using a weighbridge.
• On-board scales.
• Air pressure gauges.
• Documentation from a customer for a chemical load showing it has a known specific gravity and volume.
• Where pallets are of a consistent and documented weight, the load could be calculated by multiplying the weight of one pallet by the total number of pallets in the load.

If third parties (e.g. customers) are involved in the loading, you will need to explain to them what your vehicle’s mass limits are for each trip.

It is important your system is objective, which means it can be verified by another method. For instance, if your primary method of assessment is to use on-board scales, you could verify this by weighing. Standard 5: Verification requires you to verify your methods for assessing the weight of loads, and to show how this is done.

What you must do to comply

3.1 You need to have a written list of the methods you use to load your trucks in order to establish what and where the load weight is. As mentioned earlier, you could use different methods in different circumstances, or a combination of methods. The important thing is that your Mass Management System Manual must describe the methods to be used for each different type of load for each different type of vehicle, in all of the circumstances that may occur.

Each method that you write down must include the following:

• what the vehicle’s loading limits are
• the type of load this method is used for
• how the loading of the vehicle is controlled to ensure correct axle weights (where applicable)
• how the weighing method can be verified (eg if you write down a procedure for arriving at a weight that involves using air pressure gauges, the verification method could be to use a weighbridge)
• how the measurement is recorded and where that record is kept.

3.2 For each method you must also describe any variations needed because of special conditions, for example to allow for differences between wet and dry gravel. There may be variations in load density, number, volume or mass that could affect the method you use to do the loading and gauge the weight. These also need to be documented.

Examples:

• Some loads will weigh more when they are wet.
• The specific gravity of fuel can be affected by the ambient temperature during loading.
• The mass per volume of cement can vary, depending on the water content and mixture used.
• Your procedure needs to include the compensatory methods you use to allow for these variations. The system should be set up to take account of variations in weight. You should always aim to load to within the allowable limit.

Your checklist for Standard 3

☐ Does your Mass Management System Manual have a procedure for weighing each type of vehicle load that includes:
  • What the vehicle’s loading limits are?
  • The type of load this method is used for?
  • How the loading of the vehicle is controlled to ensure correct axle weights (where applicable)?
  • How the weighing method can be verified?
  • Any procedures needed to cater for different loading conditions or variations in density, specific gravity, water content, and so on? and
  • How the measurement is recorded and where that record is kept?

☐ If special equipment or facilities are required for any loads, are they listed in the procedure for that type of vehicle load?

☐ If a third party is involved in loading your vehicles, does the procedure describe how you convey your mass limits to the third party?

☐ If a third party is involved in loading, does the procedure describe how you verify their weighing method(s)?

Standard 4: Records and documentation

4.0 Documented evidence must be maintained to demonstrate the effective operation of the Mass Management System.

What the Standard means
Your Mass Management System must include procedures for ensuring that records of weights are produced for each trip and those records are kept for audits. It must also include procedures for ensuring all relevant staff knows what their Mass Management System procedures are and how to access written copies of them.

What you must do to comply

4.1 Keep a record of the weight of nominated vehicles including:
  • the vehicle’s registration number or fleet number
  • the measured weight (mass) of the vehicle
  • the date and time of the trip.

4.2 Ensure that your Mass Management System include steps for making Mass Management System procedures available to all relevant staff.
Example:

- You could issue specific work instructions to drivers.
- You could have a distribution list for Mass Management System Manuals.
- You could provide training courses to staff.

**Your checklist for Standard 4**

- Have the Mass Management System tasks been fully documented in the Mass Management System Manual?
- For each trip, do you keep documentary evidence of the following:
  - the vehicle’s registration number or fleet number
  - the measured weight (mass) of the vehicle
  - the date and time of the trip.
- Does your Mass Management System Manual have procedures for ensuring that all relevant staff can access and know how to access the Mass Management System Manual and other relevant documents?

**Standard 5: Verification**

5.0 The weight of the vehicle and load must be verified to produce an auditable record.

**What the Standard means**

You must be able to prove your methods are accurate for assessing the weight of vehicle loads.

If you have a record of each measurement, you need to be able to check the measurement by a different method to verify the original method is sound. For instance, if loading is controlled by volume rather than weight, every so often you need to verify the volume limits being used still fall within the allowable weight limits, perhaps by periodically weighing vehicles and loads to confirm the relationship between volume and weight limits.

Examples:

- If a load is weighed using on-board scales, the weight could be verified by a weighbridge measurement.
- If the load is pre-mixed concrete, the customer’s documentation could be verified by periodic weighbridge measurement.
- If the primary method of weighing is to use a weighbridge, its calibration certificate could be used for verification.

**What you must do to comply**

5.1 As indicated in Standard 3: Vehicle Use, you must write down a Mass Management System procedure for producing evidence of the weighing method used for each load.

You must also write down:

- how this measurement method can be verified
- how often it is to be verified
• what documentary evidence of the verification is required
• where the evidence of verification is to be stored.

5.2 You need to have a procedure for corrective action so if a verification procedure shows up a deficiency in the original measurement method, that method is corrected.

5.3 In case your usual method of weighing becomes impossible, you must have a back-up procedure to use instead.

Example:

If your weighing method depends on a computer or some electronic equipment that breaks down, you need to have a fall-back position for weighing loads.

These alternative procedures also must be written down, and your staff must be made aware of what they are and when they are to be used.

5.4 Your Mass Management System procedures must include information about calibration of your measuring equipment. These procedures should include:

• the equipment to be checked
• how it is to be checked
• who is to check it
• how often it is to be checked
• what records of the calibration are to be produced and where they are to be kept.

A maintenance contract could be used as evidence of calibration, if you have one.

You do not have to have evidence of calibration of other firm’s or public weighbridges, if they are what you use.

Your checklist for Standard 5

☐ Does your Mass Management System Manual have procedures for verifying all of the different measurement methods that you use?

☐ Do the procedures explain what documentary evidence of the verification is required?

☐ Do the procedures explain how often each method is to be verified?

☐ Do the procedures explain where the evidence of verification is stored?

☐ Do you have procedures for correcting measurement methods found to be inaccurate by the verification process?

☐ Do you have a back-up weighing system?

☐ Do you have documented procedures for your back-up weighing system?

☐ Do staff know when the back-up system is to be used?

☐ Do you have procedures for calibrating and proving calibration of your equipment?
Standard 6: Internal review

6.0 The Mass Management System must be subject to annual internal review to verify all results and activities comply with the system’s policies, procedures and instructions.

What the Standard means

If you are applying for accreditation you need to review your proposed Mass Management System before it is externally audited so you can be sure you meet the required Standards.

If you are already accredited, you need to review your Mass 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 Mass Management System internally first you can save the cost of a potentially unsuccessful external audit later.

An effective review will pick up problem areas, show where procedures do not work or are not being followed properly, and identify all areas of non-compliance with the Standards which must be corrected.

Examples:

An internal review may pick up that some drivers do not have Mass Management System procedures or work instructions in their vehicles, or that a driver has not had any training in the Mass Management System, or that the required axle weight checks have not been done for a period of time. The reviewer will raise a non-conformance report which describes the non-conformance and what should be done about it, 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 counselled, and checking periodically to ensure it is now happening; arranging appropriate training for the driver who has not had any; and counselling the driver who has not been carrying out axle weight checks to ensure he or she understands the importance of this task, and checking periodically that it is now being carried out.

What you must do to comply

6.1 Your Mass Management System Manual 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 checklist of documents that you must keep will be used by your internal reviewer(s).

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

6.3 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 people responsible for taking action so instances of non-compliance are not repeated.
Example:

If a weighbridge measurement indicates an air-gauge is recording inaccurately, it must be someone’s job to notice this, record the fact and take corrective action.

The procedures for handling non-compliances should include:

• how non-compliances can be detected
• who is responsible for detecting them
• 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 that the non-compliance does not recur.

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.

6.4 Each quarter you must write a compliance report that lists:

• the number of vehicles in your accredited fleet
• the total number of trips undertaken by those vehicles
• the total number of trips that were not compliant with the relevant vehicle’s mass limits
• the amount of mass excess for each non-compliant trip.

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.

6.5 Where changes to procedures are required in order to correct non-compliances, appropriate staff must be named to update the procedures.

6.6 You must retain copies of superseded procedures, along with all other documentation relevant to the review, for later audit.

Your checklist for Standard 6

☐ Does your Mass Management System Manual 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?
Are internal reviews carried out by an independent person?

Do you have written procedures for ensuring all non-compliances brought to light at any time during the year are corrected?

Have 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 Mass Management System procedures when necessary?

Standard 7: Training and education

7.0 The persons who hold a position of responsibility under the Mass Management System are trained in and familiar with the specific policy, procedure and instruction they are to carry out.

What the Standard means

For Mass Management Systems to work, everyone who has a role to play (whether a manager, a driver, a sales manager or a weighbridge clerk) must have proper training in the system and know how to carry out their specific tasks.

What you must do to comply

You need to keep evidence of relevant Mass Management System training provided to your staff.

Examples:

A distribution list for your Mass Management System Manuals. Records of date of training, type of training and who attended. Work instructions issued to drivers.

Your checklist for Standard 7

- Have the Mass Management System tasks been fully documented in the Mass Management System Manual?

- Have you provided training to all relevant staff who are involved in your Mass Management System?

- Do you have evidence of this?

- Do you run refresher training when identified non-compliances highlight the need?

Standard 8: Suspension Maintenance

8.0 Now that Mass Management is linked to Concessional Mass Limits, you will need to keep evidence for all vehicles under accreditation, including trailers being hauled by accredited vehicles, that the suspension has been properly maintained taking into account the Australian Road Transport Suppliers Association (ARTSA) Air Suspension Code. This Standard covers vehicles/trailers owned and operated by a company accredited to NHVAS Mass & Maintenance Management.

For hire trailers, a certificate of compliance to the Suspension Maintenance Standard must be carried in the hauling unit.

What the Standard means

All vehicles accredited under NHVAS Mass Management, including trailers being hauled by vehicles operating under NHVAS Mass Accreditation, must have their suspension systems maintained and replaced according to the manufacturer’s or a qualified mechanical engineer’s specification.
What you must do to comply

8.1 You need to document the manufacturer’s or qualified mechanical engineer’s specification for the suspension for all vehicles operating under accreditation, and for all trailers being hauled by a vehicle operating under accreditation.

8.2 Road friendly suspensions must be certified under VSB 11.

8.3 Develop a procedure that specifies when the suspension should be checked, by whom, and how the check is to be recorded.

8.4 Develop instructions for recording faults with the suspension during a journey, and how those faults are reported.

8.5 Keep records of suspension maintenance being carried out, including the final sign-off after the repair is completed.

8.6 Keep evidence that suspension maintenance and repairs are only undertaken by persons having suitable qualifications or experience to competently complete any maintenance tasks or to do so under supervision.

8.7 Document a table of tolerances and wear limits for major components within the suspension systems.

Your checklist for Standard 8

- Do you have a copy of the manufacturer’s or qualified mechanical engineer’s specification for the suspension systems on all your vehicles / trailers?
- Is there an instruction detailing when the suspension should be checked (time/distance)?
- Does that instruction include who should perform the check and how the check is recorded?
- Is there a procedure for recording and reporting faults during a journey?
- Are there documents that show the decisions with respect to suspension maintenance, including sign-off when the repair is completed?
- Is there evidence to show repairs to suspensions are only carried out by qualified or competent people, or by people supervised by suitably qualified or competent persons?
2 Documents you must keep

All documents must be kept for a minimum of three years for audit purposes. This includes superseded procedures. Your manual must be kept (and updated) for as long as you participate in the scheme.

The items below could be included in your Mass Management System Manual in order to consolidate all your procedures for meeting the Standards.

- A list of all tasks in your Mass Management System and the names (or position titles) of those responsible for carrying out the tasks (See Standard 1: Responsibilities).
- A list of vehicles (including the subcontractors’ vehicles) you want to get or maintain accreditation for (See Standard 2: Vehicle control).
- All documents verifying vehicle details (eg registration or engineering certificates, mass permits, gazetted mass limits) (See Standard 2: Vehicle control).
- Documents showing subcontractors have agreed to meet the Mass Management Standards (See Standard 2: Vehicle control).
- Procedures for determining the weight of each vehicle load before the vehicle starts a trip (See Standard 3: Vehicle Use and Standard 4: Records and documentation).
- Documentary evidence of the weight of each vehicle for each trip (See Standard 4: Records and documentation).
- Procedures for ensuring all relevant staff can access and know how to access Mass Management System procedures (See Standard 4: Records and documentation).
- Procedures for verifying all of the different measurement methods you use (See Standard 5: Verification).
- Evidence of measurement verification (See Standard 5: Verification).
- Procedures for correcting measurement methods found to be inaccurate by the verification process (See Standard 5: Verification).
- Procedures for back-up weighing system (See Standard 5: Verification).
- Procedures for calibrating and proving calibration of your equipment (See Standard 5: Verification).
- Procedures for carrying out internal reviews (See Standard 6: Internal review).
- Internal review reports (See Standard 6: Internal review).
- Procedures for ensuring all non-compliances brought to light at any time during the year are corrected. See Standard 6: Internal review.
- Non-conformance register (See Standard 6: Internal review).
- Copies of superseded procedures your internal review has identified for updating (See Standard 6: Internal review).
- Quarterly compliance reports (See Standard 6: Internal review).
- Evidence of training provided to staff involved in the Mass Management System (See Standard 7: Training and education.)
Evidence of maintenance of suspension systems and where appropriate, statements/certificates form the hirer (see Standard 8: Maintenance of Suspension).
3 The Audit Process

What audits happen
To qualify for accreditation, you must be audited by an independent auditor to verify your record keeping and procedures will ensure you can comply with the Mass Management Standards. This is called a System Accreditation Audit.

You also must be audited at specified intervals after you qualify so your accreditation can be renewed. These are called scheduled Compliance Audits, and they are to check 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 occur every two or three years.

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

Accreditation is usually for two years unless a Compliance Audit recommends it be terminated sooner, or you have a highly successful Compliance Audit and the Auditor can recommend your accreditation period be extended to three years.

It is up to you to arrange and pay for these audits. To maintain your accreditation, you should arrange your Compliance Audits to occur 12 months or less before the end of your current accreditation period.

You can get a list of accredited auditors from the Registered Accreditation Board Quality Society of Australasia (RABQSA).

What an audit consists of
An audit is simply a check to make sure your Mass Management System works and you are complying with the Mass Management Standards. If your records and procedures are all correctly in place, the auditor will recommend your application be granted or your accreditation be renewed.

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

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

Accreditation
Formal approval by the Department of Transport and Main Roads of an operator's Mass Management system so the operator is accredited to the scheme. It means the operator is meeting the Standards described in this guide.

Accreditation period
Usually accreditation is granted for up to two years, subject to the operator continuing to comply with the Standards. If a compliance audit finds a very high standard of compliance, the auditor may recommend the operator be accredited for three years instead of two. This recommendation will be acted upon at the Department of Transport and Main Roads’ discretion.

Accredited operator
The owner or manager of a transport company which has been granted accreditation.

Audit
A systematic and documented review by an external, accredited auditor of an operator’s Mass Management System. There are two main types of audit: System Accreditation Audits and Compliance Audits. Compliance Audits can be scheduled or triggered.

A System Accreditation Audit is conducted after an operator has developed a Mass Management System, conducted an internal review and applied for accreditation. The result of this audit determines whether or not the operator’s vehicles are accredited.

A Compliance Audit is conducted before an operator’s accreditation can be renewed. For a newly accredited operator, the first Compliance Audit is conducted six months after accreditation is granted. Otherwise, scheduled Compliance Audits are conducted 12 months or less before an operator’s accreditation period expires. An operator must conduct an internal review before arranging a Compliance Audit.

A triggered Compliance Audit can be conducted at any time by the Department of Transport and Main Roads or an auditor engaged by the Authority. For example, if there is reason to believe that an operator is no longer complying with the Mass Management Standards.

Corrective action
Action taken to eliminate the causes of an existing non-conformity, defect, or other undesirable situation in order to prevent a recurrence.

Internal review
A review arranged by an operator to ensure that their firm continues to comply with the Standards. Internal reviews must be conducted annually, and corrective action taken if necessary. An internal review should always be conducted before a Compliance Audit is arranged.

Mass Management System
An operator’s procedures for ensuring their firm complies with the Mass Management Standards.

Non-conformance
A deficiency in the content, documentation or implementation process of an operator’s Mass Management assurance system which means it does not fulfil a specified requirements of their accreditation.
It covers the lapsing or absence of Mass Management System elements required by the NHVAS module Standards. It also covers the failure of the Mass Management System to comply consistently with the NHVAS module Standards.

**Major non-conformance**
Non-conformance so significant it requires rectification prior to accreditation being granted/renewed (e.g. the absence of a significant element in the operator’s Mass Management System or failure to conform to the agreed Mass Management System is a serious breach of accreditation.)

**Minor non-conformance**
Non-conformance resulting in a minor breach of the accreditation Standards (e.g. a random or unsystematic error such as the failure to record something properly.)

**Register**
A list of nominated vehicles for which an operator is seeking or has been granted accreditation.

**Verification of mass**
A check on mass measurement that confirms or invalidates the original measurement. Verification results provide auditable records of mass measurements.
5 Other sources of information

The following publications are available from the National Transport Commission website at www.ntc.gov.au/ViewPage.aspx?documentid=00108

- Business Rules of the National Heavy Vehicle Accreditation Scheme
- Mass Management Accreditation Standards
- Mass Management Module Audit Matrix

More information can also be found at www.transport.qld.gov.au/nhvas.