

IRTE Workshop accreditation

Audit document

Great Britain v2

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Workshop details

| Workshop details | |
|------------------|--|
| Company | |
| Workshop | |
| Service manager | |
| General manager | |
| Address | |
| | |
| | |
| Postcode | |
| Telephone number | |
| Email address | |
| Website | |

| Staff | |
|--|--|
| Number of apprentices | |
| Number of technicians | |
| Number of supervisors | |
| Number of irtec licence holders onsite | |

| Facilities | |
|---|--|
| Are an adequate number of parking spaces available? | |
| Recovery vehicle available | |
| Number of vehicle bays | |
| Number of vehicle lifts/pits | |
| First time test pass rate | |
| Pass after Rectification at Station (PRS) rate | |
| Number of Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR's) in the past year | |

| Services | Tick |
|--|------|
| 24h assistance | |
| Driver Vehicle Standards Agency (DVSA) Authorised Testing Facility | |
| Certified to maintain and repair ADR vehicles | |
| Analogue tachograph inspection and repairs | |
| Bodywork maintenance | |
| Digital tachograph data download | |
| Digital tachograph legal inspection | |
| Driver facilities available | |
| Hydraulics maintenance | |
| Roller brake test | |
| Speed limiter calibration | |
| Tachograph calibration | |
| Trailer maintenance | |
| Transport refrigeration unit service | |
| Vehicle rental | |
| Vehicle washing facility | |

| Day | Opening times |
|-----------|---------------|
| Monday | |
| Tuesday | |
| Wednesday | |
| Thursday | |
| Friday | |
| Saturday | |
| Sunday | |

| Vehicle types | Tick |
|--|------|
| Rigid | |
| Articulated | |
| 3,500 – 7,500kg | |
| 7,500kg | |
| 18,000kg | |
| 26,000kg | |
| 32,000kg | |
| 44,000kg | |
| Passenger Carrying Vehicle (PCV) - Single deck bus | |
| Passenger Carrying Vehicle (PCV) - Double deck bus | |
| Passenger Carrying Vehicle (PCV) - Single deck coach | |
| Passenger Carrying Vehicle (PCV) - Double deck coach | |
| Trailer | |

| Accreditations | Tick |
|-----------------------------|------|
| ISO 9001 (Quality) | |
| ISO 14000 (Environmental) | |
| ISO 18000 (Health & Safety) | |

| 1 | Workshop premises | Compliant | | Comments |
|------|---|-----------|----|----------|
| | | Yes | No | |
| 1.01 | There is adequate and secure off-road parking and sufficient signage to direct customers to appropriate points | | | |
| 1.02 | The pits and vehicle hoists are suitable for vehicle underside inspection | | | |
| 1.03 | The lighting is adequate for general and close work inspection | | | |
| 1.04 | The physical dimensions of the workshop bays are satisfactory for all types of vehicles and combinations stated | | | |
| 1.05 | There is an appropriate exhaust extraction system | | | |
| 1.06 | There are sufficient health and safety procedures in place | | | |
| 1.07 | Correct Personal Protective Equipment (PPE) is used by all those in the workshop area | | | |
| 1.08 | There are cab and chassis washing facilities available, which are used on routine visits | | | |

| 2 | Tools and equipment | Compliant | | Comments |
|------|---|-----------|----|----------|
| | | Yes | No | |
| 2.01 | Calibration registers are available for all torque wrenches and other calibrated tools | | | |
| 2.02 | The tools are tested on time and calibration certificates are available for examination | | | |
| 2.03 | There is a rolling road brake tester available to the workshop | | | |
| 2.04 | Headlamp aim can be checked and adjusted | | | |
| 2.05 | Steering track can be checked and adjusted | | | |
| 2.06 | There is sufficient diagnostics equipment available and sufficient training has been given to its users | | | |
| 2.07 | Smoke emission can be checked accurately | | | |
| 2.08 | Access to a suitable shunt vehicle and a loaded test trailer | | | |
| 2.09 | There is a fully equipped service van available | | | |

| 3 | Technical staff | Compliant | | Comments |
|------|--|-----------|----|----------|
| | | Yes | No | |
| 3.01 | All technicians have been trained to an appropriate level | | | |
| 3.02 | Technicians receive suitable product and inspection technique training including documentation training | | | |
| 3.03 | Technicians are fully conversant with current DVSA Inspection Manuals which are freely available onsite | | | |
| 3.04 | There is evidence to support all training | | | |
| 3.05 | Technicians hold an Institute of Road Transport Engineers Certificate (irtec licence) OR Workshop plans to implement the scheme | | | |
| 3.06 | Technicians are aware of, and understand, customers' Operator Licence obligations | | | |

| 4 | Management, reception and clerical staff | Compliant | | Comments |
|------|---|-----------|----|----------|
| | | Yes | No | |
| 4.01 | Management are aware of and understand their customers' Operator Licence obligations | | | |
| 4.02 | There is a single point of contact, i.e. reception | | | |
| 4.03 | There is a pre-booking and booking-in facility | | | |
| 4.04 | There is a suitably qualified supervisor available to endorse defect and inspection documents | | | |
| 4.05 | There is a customer complaints procedure in place | | | |
| 4.06 | Regular review meetings are held with the customer. Workshops report instances of unreported driver-related faults found at routine inspection, as well as an analysis of defects found | | | |
| 4.07 | All staff are made aware of the customer's individual operational requirements | | | |

| 5 | Documentation | Compliant | | Comments |
|------|---|-----------|----|----------|
| | | Yes | No | |
| 5.01 | Vehicle and trailer safety inspection documents are adequate | | | |
| 5.02 | The customer's own documentation can be used, if preferred | | | |
| 5.03 | Completed documents are quality checked by the service manager or supervisor | | | |
| 5.04 | Following an annual test, the VTG14/2 is attached to the Test Certificate (copy) prior to dispatching to the customer | | | |
| 5.05 | The safety inspection and all other relevant documents are dispatched to the operator in a timely manner | | | |
| 5.06 | There is a post-repair notification procedure including a disclaimer where appropriate | | | |
| 5.07 | Technical staff driving licences are checked on a regular basis | | | |
| 5.08 | There is evidence of valid motor vehicle and liability insurances | | | |
| 5.09 | There is a recognised procedure for documenting wheel torque | | | |
| 5.10 | Copies of repair/maintenance documents are held at the workshop and are available to the operator | | | |
| 5.11 | Maintenance notification reminders are sent to the customer | | | |

| 6 | Parts department | Compliant | | Comments |
|------|---|-----------|----|----------|
| | | Yes | No | |
| 6.01 | A parts warranty scheme is applied | | | |
| 6.02 | The parts are from a reputable supplier to an OE standard | | | |
| 6.03 | There is a parts audit procedure in place | | | |
| 6.04 | There is a parts department onsite | | | |
| 6.05 | There is a parts representative available to discuss parts issues | | | |

| 7 | Quality and appearance | Compliant | | Comments |
|------|--|-----------|----|----------|
| | | Yes | No | |
| 7.01 | There is an internal quality control procedure in place which covers at least 5% of throughput | | | |
| 7.02 | The general cleanliness of the workshop and associated offices is acceptable | | | |
| 7.03 | The external parking facility is clear, clean and free from hazards | | | |
| 7.04 | The signs are clear and easy to follow | | | |
| 7.05 | Service Level Agreements are established with all customers | | | |

| 8 | General observations | Compliant | | Comments |
|------|---|-----------|----|----------|
| | | Yes | No | |
| 8.01 | Rolling road brake tests are conducted correctly | | | |
| 8.02 | The training records of at least 25% of technicians have been checked | | | |
| 8.03 | Customer review meeting notes are complete and requests are handled to provide the required outcomes | | | |
| 8.04 | Vehicle keys are stored securely | | | |
| 8.05 | Workshop's First Time Pass Rate is equal to or better than the most recently published national average | | | |

The audit is made up of eight sections. To achieve IRTE Workshop Accreditation, each workshop must comply with each point outlined in this document.

1. Workshop premises

- 1.01** The parking facilities are adequate for the workshop size and possible throughput. No vehicles/trailers relating to the workshop are parked on the public roadway outside of the workshop. The parking facility allows sufficient vehicle access and manoeuvring space for all planned vehicle visits to workshops. Staff vehicle parking must not hinder the workshop and vehicle access.
- 1.02** The pits and hoists have suitable dimensions and lifting capacity for the type of vehicles/equipment maintained and outlined in the workshop description. Hoists should have the capacity to accommodate those vehicles that go through the workshop, and pits should be suitable to accommodate vehicles outlined in the workshop's description. Lifting equipment and pits must be managed in a safe manner whilst in and out of use.
- 1.03** Suitable lighting is available for:
- 1.03.1** General workshop activities
 - 1.03.2** Close work and inspection of vehicle/trailer; handheld inspection lamps should be available to technicians, where necessary
 - 1.03.3** Close work/bench examination work.
- 1.04** The vehicle bay dimensions are suitable for accommodating the type of vehicles/equipment to be maintained. Vehicles must be in the workshop when being worked on during bad weather so that doors can be closed.
- 1.05** The exhaust extraction system is sufficient for the number of vehicles. Extraction is available for vehicles which are running in the workshop and is maintained in working order.
- 1.06** Lifting equipment - Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) checks, risk assessments, Control of Substances Hazardous to Health (COSHH) analyses and fire risk assessments are all complete, up-to-date and available for assessment.
- 1.07** All staff members working in the workshop area have the correct Personal Protective Equipment (PPE). PPE must be certified to the relevant standard. Technicians are observed working with the correct PPE. Each member of staff in the workshop area is aware of how to access and use PPE, where necessary. The audit will consider welding area blinds, overalls, safety glasses, safety gloves and where needed, hearing protection.
- 1.08** Vehicle washing units are safely accessible and there is evidence that vehicles are cleaned, if marked, during the visit. A check of vehicles awaiting collection will indicate that this is carried out.

2. Tools and equipment

- 2.01 The calibration registers are:
 - 2.01.1 Kept in a secure place
 - 2.01.2 Complete with tool identification description and serial numbers
 - 2.01.3 Clear, concise and complete with date of calibration and date for next calibration.

- 2.02 Each item has been calibrated on time and valid certificates are available for examination. There are no tools in use that have not been calibrated. A random selection of tools is to be tested for valid calibration certificates. Individuals personal equipment must also be calibrated.

- 2.03 A rolling road brake tester is available at all times on or offsite. Load simulation is a bonus though not necessary. Proof of test should be documented by way of a print-out, or written-up results. The results of the test are clearly defined, taking into consideration any offsite testers used.

- 2.04 Headlamp aim measuring equipment is available. The headlamp aim is checked and, where necessary, adjusted at all routine safety inspections.

- 2.05 There is a suitable surface available for the steering check and alignment of steering.

- 2.06 Diagnostic equipment is up-to-date and fully operational. Users have received appropriate diagnostics tool training. Proof of training to be available.

- 2.07 Smoke emission can be checked. The emissions are checked at all routine safety inspections, and a report written up on the inspection sheet.

- 2.08 The repairer provides vehicles to support the activities carried out within the scope of the workshop:
 - 2.08.1 All shunt vehicles are safe to use and road legal if used to take trailers for annual tests. Where a trailer is used for laden brake tests, this is also to be legal.

- 2.09 Repair/service vans should be safe and legal and be capable of housing and securing tools and equipment when in use. It should also be able to attend roadside assistance situations at all times.

3. Technical staff

- 3.01 Suitable evidence is available to support the claim that all technicians have been trained to an appropriate level. There is a suitable training scheme currently operating within the workshop to support the further learning of staff.
- 3.02 There are regular, up-to-date training courses on manufacturer specific products. Technicians attend regular relevant training courses and there is structured evidence to support this.
- 3.03 All vehicle examiners have been trained in vehicle inspection techniques and they are familiar with the DVSA Testers Manuals. Current Driver and Vehicle Standards Agency (DVSA) test manuals are available in the workshop.
- 3.04 Training matrices are complete and up-to-date. There is evidence of regular training to substantiate training matrices.
- 3.05 All technicians hold an Institute of Road Transport Engineers Certificate (irtec licence), and there is documented evidence to support this claim. Alternatively if there are no irtec licence holders the workshop should have a training plan which includes the implementation of getting technicians licenced (which must be in place by the time of re-audit).
- 3.06 Technicians should be aware of the operator's dependence upon good maintenance practice. A selected technician can be approached and questioned as to their understanding.

4. Management, reception and clerical staff

- 4.01 There is evidence that the service/general managers understand the obligations of their customers' Operators Licence. Managers can be asked about their knowledge of the Operator Compliance Risk Score (OCRS) system operated by DVSA and, during general conversation, their understanding of the customer's needs and their own role.
- 4.02 There is a central point of contact for the workshop, i.e. a staffed reception that is contactable during opening hours.
- 4.03 Work can be booked in advance and confirmed on arrival. There is documented evidence to support this.
- 4.04 The supervisor/manager is competent and available at all times to endorse defect and safety inspection documentation.
- 4.05 There is documented evidence of a complaints procedure and evidence to support its use.
- 4.06 There is documented evidence to suggest regular customer review meetings take place. The reviews are reciprocal and the content of the agenda is appropriate, for example:
 - 4.06.1 Annual test result analysis
 - 4.06.2 Pro-active maintenance planning
 - 4.06.3 Achievement of the plan
 - 4.06.4 Vehicle/trailer late arrivals and the effect this has on workshop loading
 - 4.06.5 Documentation completion and appropriate return to the transport operator
 - 4.06.6 Existence of driver-related faults found at routine safety inspections
 - 4.06.7 Mechanical breakdowns between routine safety inspections
 - 4.06.8 Changes to legislation affecting vehicle maintenance.
- 4.07 Staff are made aware of all customers' individual operational requirements. There is documented evidence to support this.

5. Documentation

- 5.01 The vehicle and trailer safety inspection documents are used correctly and are fully completed.
- 5.02 The workshop can facilitate a client's request to supply their own documentation.
- 5.03 All documents are checked on completion for accuracy and completeness by the service manager/supervisor. Mistakes and omissions are rectified. Technicians' document discrepancies are fed back into document completion training. Evidence is available to support documentation quality control and training.
- 5.04 The vehicle/trailer history files must contain all relevant maintenance documentation, including those documents issued at each annual test. There is evidence to support that the VTG14/2, test certificate, plating certificate, rolling road brake test report and safety inspection document are dispatched to the transport operator.
- 5.05 The operator is made fully aware of any works/repairs carried out during the routine safety inspection/defect rectification. A general conversation regarding the process will identify any failings.
- 5.06 There is documented evidence that customers are notified of any vehicle defects, should they wish to remove the vehicle from the workshop prior to any repair work carried out.
- 5.07 Staff that are required to drive client/work vehicles have their licences checked by the workshop manager no less than once every six months. There is evidence of this procedure.
- 5.08 The workshop provides motor vehicle and liability insurance covering all relevant staff. Certificates are available for examination.
- 5.09 The workshop operates a wheel torquing and re-torquing procedure that is in line with IRTE's Wheel Security best practice guide. Where wheels have been removed, evidence to be available to ensure the follow up re-torque has been carried out. This can be by way of inspection/job sheet write up or a label.
- 5.10 Copies of operator's maintenance documents should be available either in hard copy or backed up on a computer database. The documents are freely accessible to the operator.
- 5.11 Back-up planners held by the workshop provide back-up maintenance reminders for operators.

6. Parts department

- 6.01 There is a parts warranty procedure in place. The warranty allows for claims to be made for parts failing within the warranty period.
- 6.02 Damaged/faulty/worn parts are replaced with parts in line with the customer's requirements. This can be original manufacturer equipment/parts to an OE standard.
- 6.03 There is a parts failure investigation procedure in place. Premature part failures are investigated and the results of the investigation are documented.
- 6.04 The parts department consists of a facility capable of stocking frequently required parts. The parts department should be proportional to the workshops throughput. Provided there is evidence of minimally stocked stores having regular deliveries from suppliers (thus reducing stock and overheads), the low stocks do not reflect poor service or supply.
- 6.05 There is a competent parts representative available to discuss parts issues.


7. Quality and appearance

- 7.01 The workshop operates quality control of its work. The workshop quality checks no less than 5% of work carried out by each shift, and checks are randomly selected. Quality control is completed by a competent person that has not carried out the maintenance/repair work. All quality control documentation is available for assessment.
- 7.02 All working areas are clear, clean and free from hazards. There are documented risk assessments available for appraisal.
- 7.03 The vehicle parking facility is clear, clean and hazard free. A reasonable judgement can be made here and possible recommendations made.
- 7.04 Signs are clear and easy to follow.
- 7.05 The workshop has service level agreements with their clients. Any customer agreements are adhered to.

8. General observations

- 8.01 Rolling road brake tests should:
 - 8.01.1 Be conducted by a competent tester
 - 8.01.2 When necessary or called for, have the capability of being fully loaded or have load simulation applied.
- 8.02 No less than 25% of the staff training records are examined. Training records are up-to-date. Samples are to be random and selected by the auditor.
- 8.03 Notes/minutes are held by the workshop regarding customer review meetings.
- 8.04 Vehicle keys are stored in a secure safe inside the workshop.
- 8.05 The workshop must have a means of recording Pass Rates, which should compare favourably to the national average. This should be taken from the most recent version of the average given through the Department of Transport.

Auditor's details

| | |
|-----------------------|---|
| Name of Auditor | |
| Identification number | |
| Date of audit | |
| Contact number | |
| Signature |  |



Contact

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