VOSA
Vehicle & Operator Services Agency

A Guide to the Use of Maintenance Software and Computer Storage of Maintenance Records

Saving lives, safer roads, cutting crime, protecting the environment

Introduction

For a full understanding of the requirements of a maintenance system, that meets Operator Licensing, the Guide to Maintaining Roadworthiness should be consulted.

While this guidance note pulls out the key wording around the use of computerised records, both software houses and operators will need to refer to the information provided in the Guide to Maintaining Roadworthiness to build a robust system incorporating all necessary aspects. Only by understanding the need to incorporate a full maintenance regime from day to day checks through to planned checks can a maintenance system be built that can be considered to meet operator licensing requirements.

What does the maintenance system need to do?

It is ultimately the roadworthiness of the vehicles operated that will demonstrate if the system is robust and fit for purpose.

Operators as well as drivers are responsible for the condition of their vehicles. Operators need to satisfy themselves that any systems/devices used do not compromise the running of a safe and efficient fleet.

Software/hardware providers need to ensure that any system they design takes into account all elements of an end to end maintenance system, or complements the existing system. This is critical.

Key features that a computerised system must have are -

- Hard copies of records must be available to be produced on request;
- The system must be tamper proof (e.g. records can't be changed at a later date);
- It needs to be clear what has been checked (which should be at least the items described in the Guide to Maintaining Roadworthiness) and by whom;
- There is a clear end to end audit trail showing that identified faults are clearly logged and once dealt with, signed off by a person who has authority to decide whether a vehicle is fit for service.

Any planning tool software needs to be drawn up in accordance with the maintenance regime agreed as part of the operator's licence requirements.

If the computerised system does not meet any of the above points then it will not meet the necessary requirements as identified by the Guide to Maintaining Roadworthiness.

A first step

Freight Best Practice offers a Guide to Preventative Maintenance and a free simple planning spreadsheet to help you with improved maintenance. The Vehicle Maintenance Planner is an easy way to electronically track and store data on your fleet's maintenance helping you to plan servicing, inspection and MOT schedules effectively and provide a log for any unplanned maintenance your fleet may incur. This spreadsheet also provides a yearly planner that can be printed and wall mounted.

You can download this tool for FREE from the Transport Operator's Pack section of the Freight Best Practice website http://www.freightbestpractice.org.uk/Transport-Operator's-Pack

Please remember

VOSA does not 'approve' any software systems or hardware devices. It is ultimately the operator's responsibility to ensure that the maintenance system used does not jeopardise their operator licence.

1. The Daily Walkaround check

Background

The daily walkaround check can be undertaken using a handheld device and stored in an electronic format.

Providing a written report

Any defects found during the daily check, while the vehicle is in use or on its return to base must be the subject of a written report.

The details that need to be recorded are:

- Vehicle registration or identification mark;
- Date;
- Details of the defects or symptoms; and
- The reporter's name.

It is common practice to use a composite form that also includes a list of the items checked each day. It is advisable that where practicable the system should incorporate 'Nil' reporting when each driver makes out a report - or confirms by another means that a daily check has been carried out and no defects found. Electronic records of reported defects must be available for 15 months along with any other record of repair. Hard copies must be able to be produced where required.

2. Regular safety inspections

Background

Safety inspection information can be collected by the use of a handheld device and stored electronically. The records MUST show a clear audit trail from inspection to repair sign off - should one be required.

Safety Inspection Report Forms

Key Information

A record must be completed for each safety inspection separately for both vehicles and trailers. If the record of the safety inspection is to be stored electronically then the checklist used for the inspection need not be retained. You may use an electronic device (e.g. PDA) in place of a checklist.

Electronic Capture and Storage of Safety Inspection Data

Electronic capture and / or storage on computer of defects found or work done (e.g. bar coding or scanning), is acceptable providing that a means of interpreting each code is readily available.

Safety inspection records stored electronically, using a computer, must be tamper-proof and capable of producing hard-copy information for use at public enquiries held by Traffic Commissioners. Computer records must contain:

- Name of owner / operator;
- Date of inspection;

- Vehicle identity;
- Odometer (mileage recorder) reading (if appropriate);
- A full list of the items inspected (or these can be indicated on a paper report if used for the inspection);
- An indication of the condition of each item inspected (however, it is sufficient to provide details of defective items only)
- Details of any defects found;
- Name of inspector;
- Details of any remedial / rectification or repair work and by whom it was done; and
- A statement that any defects have been repaired satisfactorily.

Internet-based systems are becoming more common. These provide significant opportunities for improving the ease with which operators can plan and monitor the maintenance of their vehicles, thus leading to higher standards and improved compliance.

3. Safety Inspection Programme

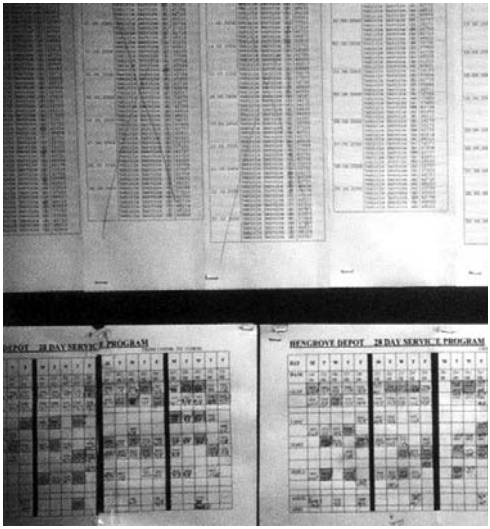
Background

Safety inspections must be planned in advance. Vehicles that are subject to a statutory annual test may have their year's programme planned around the anticipated test date to avoid duplication of work associated with the test, such as cleaning and major servicing.

Planning a safety inspection programme

A simple method of drawing up a programme is to use a year round planner or flow chart. Computer-based systems are equally acceptable and electronic vehicle maintenance record management and storage systems available will often incorporate an electronic planning feature.

The information, which should be kept in the simplest form possible and displayed prominently, will serve as a reminder of programmed inspections or of any changes that have been necessary.



All vehicles subject to programmed attention should be included. Ideally planners or charts should be used to set safety inspection dates at least six months in advance. Vehicles' annual test dates should be included, as should servicing and other ancillary equipment testing or calibration dates, e.g. tachograph, lifting equipment, etc.

The planner should be updated regularly by indicating the progress of the programme and recording any extra work carried out. Vehicles that have been taken off the operator's licence or other vehicles temporarily off-road should have their period of non-use identified, and a note should be made when vehicles have been disposed of.

The planner or chart may be used to record other items in the vehicle maintenance programme, such as servicing, unscheduled work and refurbishing. Each activity should be clearly identified.

Example of a driver's vehicle defect report (goods)

Driver's name	Date
Vehicle no., make and type	
Trailer fleet / serial no.	Odometer reading

Daily or shift check (tick or cross)		*Items refer to articulated lorry and trailer combinations			
Fuel/oil leaks		Lights		Brake lines*	
Battery security (condition)		Reflectors		Coupling security*	
Tyres and wheel fixing		Indicators		Electrical connections*	
Spray suppression		Wipers		Brakes	
Steering		Washers		Security of body/wings	
Security of load		Horn		Markers	
Mirrors		Excessive engine exhaust smoke		Glass	

REPORT DEFECTS HERE	RECTIFIED

Write **NIL** here if no defects found	Driver's signature

Defects rectified by.....

Signature..... Date.....

Example of a driver's vehicle defect report (passengers)

Driver's name	Date
Vehicle no., make and type	
Trailer fleet / serial no.	Odometer reading

Daily or shift check (tick or cross)					
Fuel/oil/waste leaks		Wipers		Mirrors	
Battery (if accessible)		Washers		Steering	
Tyres and wheel fixing		Horn		Heating/ventilation	
Brakes		Glass		Body interior	
Doors and exits		Reflectors		Excessive engine exhaust smoke	
Indicators		Body exterior			
Fire extinguisher		First-aid kit			

REPORT DEFECTS HERE	RECTIFIED

Write **NIL** here if no defects found	Driver's signature

Defects rectified by.....

Signature..... Date.....

Example of a safety inspection record (HGV)

Vehicle registration	Odometer reading

Make and type

Date of inspection	Operator

Notes
IM ref. (col 2) - for more details on each item listed, look under this reference number in the VOSA Inspection Manual Serviceable (col 4) - enter the appropriate code:
✓ Satisfactory **R**=Repair required ✗=Safety item defect **N/A** = Not applicable

Part 1 - Inspection

A: Inside cab (motor vehicles)

Check no.	IM ref.	Item inspected	Serviceable	Defect found	Rectified by
1	18	Driver's seat			
2	3	Seat belts			
3	22	Mirrors			
4	23	Glass and view of the road			
5	25	Windscreen wipers and washers			
6	26	Speedometer/tachograph			
7	27	Horn			
8	28	Driving controls			
9	30	Steering control			
10	37	Service brake pedal			
11	38	Service brake operation			
12	34	Pressure/vacuum warning and build-up			
13	36	Hand levers operating mechanical brakes			
14	39	Hand-operated brake control valves			
15	17	Cab floors and steps			

B: Ground level and under vehicle (motor vehicles and trailers, see items marked * for trailers)

Check no.	IM ref.	Item inspected	Serviceable	Defect found	Rectified by
16	16	Cab doors			
17	15	Cab security			
18*	19	Security of body			
19*	20	Condition of body			
20	5	Exhaust emissions			
21*	6	Road wheels and hubs			
22*	7	Size and type of tyres			
23*	8	Condition of tyres			
24*	9	Sideguards, rear under-run devices and bumper bars			
25*	10	Spare wheel and carrier			
26*	41	Condition of chassis			
27	11	Vehicle to trailer coupling			
28*	12	Trailer parking, emergency brake and air line connections			
29*	13	Trailer landing legs			
30*	14	Spray suppression, wings and wheel arches			
31	33	Speed limiter			
32	42	Electrical wiring and equipment			
33*	43	Engine and transmission mountings			
34	44	Oil leaks			
35*	45	Fuel tanks and system			
36	46	Exhaust systems			
37	54	Steering mechanism			
38*	48	Suspension			

Check no.	IM ref.	Item inspected	Serviceable	Defect found	Rectified by
39	53	Axles, stub axles and wheel bearings			
40	57	Transmission			
41*	59	Brake systems and components			
42*	62	Rear markings and reflectors			
43*	63	Lamps			
44*	66	Direction indicators and hazard warning lamps			
45	67	Aim of headlamps			
46*		Ancillary equipment			
47*	74	Other dangerous defects			

C: Brake performance (roller brake/decelerometer test)

Check no.	IM ref.	Item inspected	
48*	71	Service brake performance	%
49*	72	Secondary brake performance	%
50*	73	Parking brake performance	%

Part 2 - Comments on faults found

Check no.	Fault details
Signature of inspector **Name of inspector**	

Part 3 - Action taken on faults found

Action taken on fault	Rectified by

Part 4 - Declaration

I consider that the above defects have been rectified satisfactorily

Signature of supervisor.....

NOTE: IT IS ALWAYS THE RESPONSIBILITY OF THE OPERATOR THAT THE VEHICLE IS IN A ROADWORTHY CONDITION BEFORE BEING USED ON THE ROAD

Example of a safety inspection record (PSV)

Vehicle registration	Odometer reading

Make and type

Date of inspection	Operator

Notes
IM ref. (col 2) - for more details on each item listed, look under this reference number in the VOSA Inspection Manual Serviceable (col 4) - enter the appropriate code:
✓ Satisfactory **R**=Repair required ✗=Safety item defect **N/A** = Not applicable

Part 1 - Inspection

A: Inside vehicle

Check no.	IM ref.	Item inspected	Serviceable	Defect found	Rectified by
1	18	Driver's seat			
2	3	Seat belts			
3	22	Mirrors			
4	23	Glass and view of the road			
5	24	Accessibility features			
6	25	Windscreen wipers and washers			
7	26	Speedometer/tachograph			
8	27	Horn			
9	28	Driving controls			
10	30	Steering control			
11	37	Service brake pedal			
12	38	Service brake operation			
13	34	Pressure/vacuum warning and build-up			
14	36	Hand levers operating mechanical brakes			
15	39	Hand-operated brake control valves			

Check no.	IM ref.	Item inspected	Serviceable	Defect found	Rectified by
16	17	Driver's accommodation			
17	21	Interior of body, passenger entrance, exit steps and platforms			

B: Ground level and under vehicle

18	16	Passenger doors, driver's door and emergency exits			
19	19	Security of body			
20	20	Exterior of body including luggage compartments			
21	5	Exhaust emissions			
22	6	Road wheels and hubs			
23	7	Size and type of tyres			
24	8	Condition of tyres			
25	9	Bumper bars			
26	10	Spare wheel and carrier			
27	41	Condition of chassis			
28	14	Wings and wheel arches			
29	11	Vehicle to trailer coupling			
30	33	Speed limiter			
31	42	Electrical equipment and wiring			
32	43	Engine and transmission mountings			
33	44	Oil and waste leaks			
34	45	Fuel tanks and system			
35	46	Exhaust and waste systems			
36	54	Steering mechanism			

Check no.	IM ref.	Item inspected	Serviceable	Defect found	Rectified by
37	48	Suspension			
38	53	Axles, stub axles and wheel bearings			
39	57	Transmission			
40	58	Additional braking devices			
41	59	Brake systems and components			
42	62	Reflectors and rear markings			
43	63	Lamps			
44	66	Direction indicators and hazard warning lamps			
45	67	Aim of headlamps			
46		Ancillary equipment			
47	74	Other dangerous defects			

C: Brake performance (roller brake/decelerometer test)

Check no.	IM ref.	Item inspected	
48	71	Service brake performance	%
49	72	Secondary brake performance	%
50	73	Parking brake performance	%

Part 2 - Comments on faults found

Check no.	Fault details
Signature of inspector **Name of inspector**	

Part 3 - Action taken on faults found

Action taken on fault	Rectified by

Part 4 - Declaration

I consider that the above defects have been rectified satisfactorily

Signature of supervisor.....

NOTE: IT IS ALWAYS THE RESPONSIBILITY OF THE OPERATOR THAT THE VEHICLE IS IN A ROADWORTHY CONDITION BEFORE BEING USED ON THE ROAD

Specimen maintenance planner

Vehicle Registration Number	Vehicle make and type	JANUARY					FEBRUARY				MARCH					APRIL			
		WEEK 1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

Vehicle Registration Number	Vehicle make and type	MAY				JUNE					JULY					AUGUST			
		WEEK 19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36

Vehicle Registration Number	Vehicle make and type	SEPTEMBER				OCTOBER				NOVEMBER				DECEMBER			
		WEEK 37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52

S = SAFETY INSPECTION
I = INTERMEDIATE INSPECTION
M = MAJOR SERVICE AND INSPECTION

A = ANNUAL TEST PREPERATION
(Including major service and inspection)
O = VEHICLE EXCISE DUTY RENEWAL
X = WORK COMPLETED

Further help and advice

For further advice please call the number below:

0300 123 9000

Monday to Friday - 7.30am until 6.00pm
Saturday - 8.30am until 3.00pm

All calls are charged at the local rate within the UK.
Charges may differ for mobile telephones.

Or go to:

www.businesslink.gov.uk/transport

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