



Fleet Workshop Quality Audit Procedure

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1 Scope

- 1.1. South East Coast Ambulance Service NHS Foundation Trust (the Trust) is committed to maintaining the safety, availability and roadworthiness of the vehicles it uses to deliver its core services
- 1.2. This document explains the Quality Audit procedures that are required to be carried out by the Trust Workshop staff at periodic intervals. This is to ensure both the standards of work by the mechanics and third-party contractors outside of the organisation who work on our vehicles meet with the quality standards of work expected within the Trust.
 - 1.2.1. Trust vehicles include:
 - Ambulances
 - Response cars
 - Hazardous Area Response Team vehicles
 - Non-operational vans and cars the carry out Trust duties.

2 Procedure

2.1. Quality Audits

- 2.1.1. Appendix A provides a flowchart of the processes for the four types of Quality Audit to be undertaken in the Trust's vehicle maintenance workshops:

Audit Type	Audit activity and frequency	To be carried out by:
Workshop Tools and Equipment Audit	Every month tools and equipment will be checked to ensure fit for purpose and that they are not missing.	Workshop Manager or delegated team member
Workshop Cleanliness Audit	Random audits of Workshop cleanliness to check cleanliness of workshop and working area.	Workshop Manager
Vehicle Post Contractor Work	Audits of vehicles every time they return from a contractor to ensure work carried out was to a satisfactory level using the K2 Standard job and tick sheet on K2.	All Vehicle Technicians / Workshop Managers

2.1.2. When either of the Quality Audits are undertaken the relevant Standard job on K2 to be used with check sheet. The workshop manager who will take any remedial action that is required, if necessary, report to Workshop area manager any concerns. Responsibility - Workshop Manager.

2.1.3. Any issues that have arisen from the reports will be dealt with and all paperwork filed locally in the relevant files. Responsibility – Workshop Area Manager.

2.2. **Quality Control Check**

2.2.1. Quality Control Check – See Appendix B for flow chart process to be followed and Annex C and D for supporting paperwork.

2.2.2. There are two types of quality control checks that are undertaken, vehicle check and K2 JAAMA job card check. The vehicle checks are to be done one per month per workshop, at least one done on each mechanics work once every six months. The K2 job card check is done randomly; a 10% sample of each mechanic's paperwork will be checked on a weekly basis. Responsibility – Workshop Manager.

2.2.3. When the K2 job card check is done all operations, parts used, mileages, date on/off, time on/off and all tick sheets are checked to ensure they are correctly filled in. The workshop manager with any issues that are being raised to be resolved. Responsibility – Workshop Manager.

2.2.4. When a vehicle check is done all aspects of the job in question will be checked along with the K2 job card to ensure that work carried out has been done. The vehicle check sheet is filled in Report to the workshop Area manager with any issues raised being resolved. Responsibility – Workshop Manager.

2.2.5. Any issues that have arisen from the reports will be dealt with and all paperwork filled locally in the relevant files. Responsibility – Workshop Manager.

3 **Responsibilities**

3.1. The **Head of Fleet & Logistics** has overall responsibility for this procedure, including monitoring and audit.

3.2. **Workshop Area Managers** are responsible for managing this procedure. and overseeing Quality Audits are carried out at regular intervals by Workshop managers on their Mechanics.

3.3. **Workshop Managers** are responsible for implementing the procedure.

- 3.4. **Workshop Area Managers** are responsible for overseeing Quality Audits are carried out at regular timely intervals by Team Leaders on their Mechanics.
- 3.5. **Workshop Area Managers** are responsible for carrying out regular Quality Audits on the Team Leaders.
- 3.6. **All Maintenance staff** are responsible for carrying out quality audits on vehicles returning from contractors.

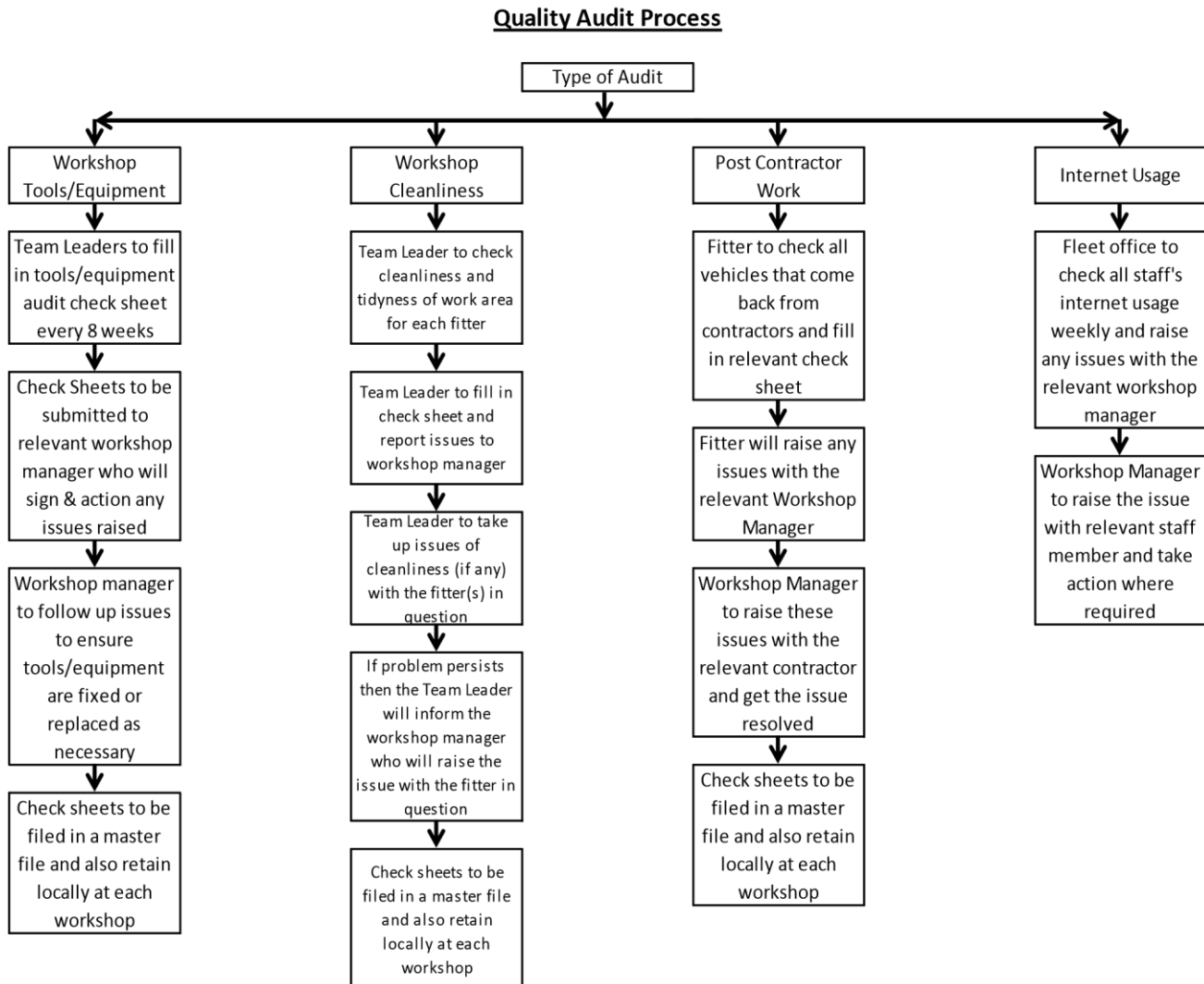
4 Audit and Review

- 4.1. Random checks will be carried out by workshop area managers to ensure this procedure is being followed and any non-compliance will be dealt with on a local level at first for remediation. Any consistent non-compliance will be reported to the Head of Fleet for remediation. In both cases it may be necessary for a remedial action for non-compliance to be part of a personal development plan; or an action plan to remediate the risk of recurrence.
- 4.2. All quality audits will be reported in Monthly Workshop managers reports to Fleet Leadership team on teams.
- 4.3. All quality audit issues will be reviewed and discussed at Fleet business review meeting - workshop managers.
- 4.4. This procedure will be reviewed by the Head of Fleet & Logistics every three years or sooner if new legislation, codes of practice or national standards are introduced.

5 References

- 6.1. There is no legislation, national guidance or external documents that are either referred to in this procedure or linked to it.

Appendix A: Quality Audit Process



Appendix B Quality Control Check Process



Appendix B Quality
control check process

Appendix C: Quality Control Paperwork Check Tick Sheet



South East Coast Ambulance Service
NHS Foundation Trust



Name of Technician:

Registration:	Fleet No:	Station:	Make:
Model:	Role:	Date In:	Date Out:
Maintenance Base:	Job No:	Speedo:	Next Insp. Due:

Item No.	Job Card Sheet 1	Item No.	Job Card Sheet 2
1	Is there a Type Written Down?	14	Is there an order number written down?
2	Is there a Fleet Number Written Down?	15	Is there a Start Date and Time Written Down?
3	Is there a Reg Number Written Down?	16	Is there a Part No. Written Down?
4	Is there a Make Written Down?	17	Is there a Description Written Down?
5	Is there a Model Written Down?	18	Is there a Bin Location or Order Number Written Down in the DP Column?
6	Is there a Base Written Down?	19	Has the Technician Signed it off?
7	Is there a Start Date and Time Written Down?	20	Is the Job Card Readable?
8	Is there a Complete Date and Time Written Down?	21	Have defect notes been signed off and attached to Job Card?
9	Do all Operations Written Down have Time Codes?	22	Have Service Sheets Been Completed and Attached?
10	Do all Time Codes have Hours Written Against them?		
11	Do all Times have fitter initials next to them?		
12	Is there an In and Out Milegas?		
13	Does the Description of Work Content Warrant the time Taken?		



South East Coast Ambulance Service



NHS Foundation Trust

Details and Comments, Items Requiring Attention:

Item No.	Fault Details	Action Taken	Rectified By

Inspection carried out by:

Name (print)

Signature:

Date:

I certify that the above job card inspection has been completed, the issues listed *have/have not been rectified

* Delete as applicable

Name:

Signature:

Position:

Date:

Appendix D: Quality Control Vehicle Inspection Sheet

SOUTH EAST COAST AMBULANCE SERVICE NHS TRUST QUALITY CONTROL VEHICLE INSPECTION SHEET



Registration	Fleet No.	Station
Make	Model	Role
Date In	Date Out	Maintenance Base
Job No.	Speedo	Next Insp. Due

✓	Serviceable
N/A	Not applicable

X	Item requires attention

TM No.	Cab Interior
1	Ministry plate position detail
2	Seat belts operation, condition
3	Cab floor & steps
4	Driver's seat condition & security
5	Internal mirror
6	View to front
7	Condition of windscreen & windows
8	Windscreen wipers & washers
9	Tachograph/speedometer operation & seals
10	Audible warning
11	Driving controls
12	Steering wheel free play
13	Steering wheel/column condition, security
14	Mechanical handbrake levers
15	Service brake pedal condition & operation
16	Hand operated brake control valves
17	Electric wiring, equipment & switches

TM No.	Cab Exterior
18	Front bumper condition security
19	Condition of cab mud wing & spray suppression
20	Cab mounting & security
21	Cab doors and hinges/locks
22	Cab floor (underside)
23	External mirrors
24	Front position lamps
25	Headlamps

TM No.	Engine Compartment
26	Engine mounting
27	Fuel lines and equipment
28	Exhaust manifold and downpipe

TM No.	Vehicle General Ground Level
29	Smoke Emissions visual only
30	Road wheels and hubs

TM No.	Vehicle General
31	Condition of tyres
32	Spare wheel and carrier
33	Trailer coupling
34	Rear mud wings and spray suppression
35	Body security and condition
36	Rear markings and reflectors
37	Rear lamps (position light and fog lamps)
38	Direction indicators & hazard warning lamps
39	Stop lamps
40	All blue light equipment for security/operation
41	Siren warning devices for toner & operation
42	Operation of vehicle master switch
43	Tail lift operation and security
44	Brake retarder operation & security

TM No.	Under Vehicle
45	Chassis condition
46	Electrical wiring and equipment
47	Oil leaks from units
48	Fuel tanks and lines
49	Exhaust system
50	Suspension pins and bushes
51	Suspension units & linkage condition
52	Shock absorbers security and condition
53	Stub axles and wheel bearings
54	Steering linkage
55	Steering gear
56	Power steering
57	Transmission and propeller shafts

TM No.	Brakes
58	Mechanical brake components
59	Brake actuators
60	Braking systems and components
61	Other dangerous defects

**SOUTH EAST COAST AMBULANCE SERVICE NHS TRUST
QUALITY CONTROL VEHICLE INSPECTION SHEET**

TYRES			
Tyre Size:		Tyre Make:	
<p align="center">Tyre Pressures (pressures in bars or PSI)</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> Front </div> <div style="text-align: center;"> <input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/> <input style="width: 40px; height: 20px;" type="text"/> </div> </div>		<p align="center">Tyre Tread Wear (Tread depth in mm)</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> Front </div> <div style="text-align: center;"> <input style="width: 60px; height: 20px;" type="text"/> <input style="width: 60px; height: 20px;" type="text"/> <input style="width: 60px; height: 20px;" type="text"/> </div> </div>	

Road Brake Test Report (* Delete as appropriate)				
Brake Performance	ROAD SPEED LIMITER operational YES/NO*		Load Condition of Vehicle	
	Set speed <input style="width: 40px;" type="text"/>	KPH* / MPH*		
Tapley Test *	Road Conditions			
@ KPH*	Service %	Secondary %	Parking %	Comments
MPH*				
Roller Brake Test*				
Road Test - Overall Comments				
Testers Name (print)..... Testers Signature:.....				

Details and Comments, Items Requiring Attention		

Inspection Carried Out By:	
Name (print)	Signature: Date:

I certify that the above inspection schedule has been completed, the defects listed *have / have not been rectified, and in my opinion the vehicle *is / is not in a roadworthy condition.

* Delete as applicable

Name:

Signature:

Position:

Date: