

## Apprise Consulting case studies (cont'd)

### CASE STUDY 1 - Operator's Licence audit, Hagemeyer



“Apprise was approached to carry out a full Operator’s (O) Licence audit of all Hagemeyer depots throughout the UK and also to check vehicles and records belonging to its sub-contractors.

Hagemeyer operates a number of 7.38 g.v.w. box vans although the majority of the fleet are 3.5 tonne vans.

As the vehicles were managed and operated by, in most cases, the warehouse managers and as the vehicles were operated under regional licences, with a national CPC holder it was felt that a comprehensive audit was required to ensure conformity across the company.

Using an in-house produced audit check list following the RAG (Red, amber, green) method, maintenance records, administration records and vehicles were all checked during the process and one to one meetings were held with the managers.

The project was completed within three weeks and a full report presented.

As a result of the audit, a training course was held for the regional managers outlining the requirements of holding an O licence and to ensure that new employees who had responsibility for vehicle operations were given adequate training.

Secondly meetings took place with local maintenance companies and the contract hire companies to ensure compliance and finally Hagemeyer set up their own internal audit operation to ensure continued compliance”.

Typical questions on the audit include the following:

MAINTENANCE & REPAIRS	
16	Is there a visible maintenance planner in the office
17	Are all vehicles shown on the plan
18	Are MOT dates shown
19	Are tachograph calibration dates shown on plan
20	Is road tax expiry date shown?
21	Any other inspection dates shown? E.g. lifting equipment
22	Is the plan in line with 'O' Licence & Vehicle provider?
23	Are vehicle records held for at least 15 months?
24	How frequently are safety inspections carried out?
25	Does the operator hold a file copy of the maintenance check sheets?
26	Is maintenance sheet signed by fitter and supervisor?
27	Is it stamped by the garage?
28	Is a copy of the maintenance check sheet provided on return of the vehicle?