

# Caravan Council of Australia

## Quality Assurance Assessment

### Caravans & Camper-Trailers

5 Parts:

This audit is **not** a comprehensive evaluation of all aspects of the operation of the business, but is intended to provide potential customers, of a caravan or camper-trailer from the business, a *reasonable* degree of assurance that the vehicle has been assessed as having been designed and built in a professional manner, employing recognised engineering and quality practices.

#### Business: Part 1:

Name Manufacturer / Importer: .....

Address: .....

Manager: ..... Tel: .....

Quality Manager: ..... Can over-ride Production Manager: YES / NO

#### Quality Program: Part 2:

Is there a Quality Program in operation: YES / NO If NO, the audit is stopped.

Is there an up-to-date Quality Manual: YES / NO .....

Is there a Register to show latest version of quality documents: YES / NO .....

Are there Quality posters, policies, certificates and incentives displayed: YES / NO .....

Are employees well aware of the Quality Program requirements: YES / NO .....

Is there a proper training and supervision program for new employees: YES / NO .....

Are employees trained to be able to fill in for other operations, in case of absence: YES / NO .....

Is there proper engineering documentation on the *design* of vehicles: YES / NO .....

Is there proper engineering documentation on the *testing* of vehicles: YES / NO .....

Are all documents relating to ADR components marked accordingly: YES / NO .....

Is there a copy of the latest version of VSB-1 on hand: YES / NO .....

Is a qualified experienced engineer engaged to ensure compliance of all models: YES / NO .....

Are there suitable technical drawings for all processes on hand: YES / NO .....

Are there suitable work instructions for all processes on hand: YES / NO .....

Are there suitable inspection check-lists for all processes on hand: YES / NO .....

Do all relevant personnel understand the definitions of Masses & Ratings: YES / NO .....

Is there a detailed final check-list for finished vehicles: YES / NO .....

Are internal audits conducted on a regular basis, and non-conformances rectified: YES / NO .....

Is the Manager informed of all quality issues and corrective-actions taken: YES / NO .....

Are all Dealers provided with mandatory pre-delivery audit check-lists: YES / NO .....

Is there a satisfactory system for Dealers to report any compliance and quality issues: YES / NO

Are all Dealers aware of the need to advise any increase in the Tare Mass: YES / NO .....

**Premises: Part 3:**

Does the exterior of the premises give the impression of a professional Business: YES / NO

Does the interior of the premises give the impression of a professional Business: YES / NO

Does the manufacturing area give the impression of a professional Business: YES / NO

Does the manufacturing area give the impression of meeting OH&S requirements: YES / NO

Does the manufacturing area give the impression of good clean house-keeping: YES / NO

Does the manufacturing area give the impression of efficient and organized processes: YES / NO

Is the Receiving area organized, with inspection check-lists utilized and retained: YES / NO

Are there specific procedures for checking ADR-related components: YES / NO

Is the Despatch area organized, with final-inspection reports utilized and retained: YES / NO

Is there a segregated area for non-compliant goods: YES / NO

Is there a certified weigh-bridge (or proof of a certified public weigh-bridge): YES / NO .....

Is there a water-spray facility for testing completed vehicles for leaks: YES / NO .....

Is there a facility for pressure-testing the water plumbing system of completed vehicles: YES / NO

**Manufacturing: Part 4:**

Is there a clear and detailed *Job Sheet* provided for each vehicle: YES / NO

Are procedures in place to best prevent wrong parts being used: YES / NO

Are the manufacturing and assembly operations set up in a safe and logical manner: YES / NO

Are only the latest version of technical drawings and manufacturing instructions used: YES / NO

Are these documents durable (laminated or such) and free of hand-written notes: YES / NO

Are suitable *stage* test and inspection check-lists used: YES / NO

Are components (such as windows) from suppliers inspected for damage before fitment: YES / NO

Are all assembly jigs accurate and in good order: YES / NO

Are correct welding procedures on hand: YES / NO

Is a senior person responsible for ensuring OH&S compliance and safe equipment: YES / NO

Is suitable lighting provided for each operation: YES / NO

Is eye-protection and ear-protection provided: YES / NO

Are adequate fire-protection and safety instructions apparent: YES / NO

Are suitable exits and passage ways apparent: YES / NO

Is suitable safety equipment used when working at heights: YES / NO

Are tape-measures, set-squares and other assembly aids in good condition: YES / NO

Is there a procedure for reporting defects, and a separate area their rectification: YES / NO

Are there procedures for ensuring effective sealing, so as to prevent water and dirt leaks: YES / NO

Are torque-wrenches and factory compressed-air pressures regularly calibrated: YES / NO

Is there an incentive scheme for employees to suggest improvements: YES / NO

**Random Vehicle: Part 5:**

Type of RV: ..... Brand: .....

Model .....

Serial No: ..... VIN: .....

Date of Manufacture ..... Aggregate Trailer Mass Rating (kg) .....

Compliance Plate Fitted: YES / NO

Information Complete & Correct: YES / NO .....

Is the information neatly stamped or engraved: YES / NO

Weigh-bridge Certificate: .....

Gas Certificate: .....

Electrical Certificate: .....

ADR 62 / VSB-1 Certificate: .....

Gas Cylinder(s) & Regulator Approved: YES / NO .....

Residual Leakage Detector Operating: YES / NO

Lighting OK: YES / NO      Brakes OK: YES / NO      Coupling/Chains OK: YES / NO

Tyres & Wheels OK: YES / NO As per Compliance Plate: YES / NO .....

Wheel Size & Rating: ..... Tyre Size & Ratings: .....

Axle Rating: ..... kg Suspension Rating: ..... kg .....

Wheel Nuts Torque Correct: YES / NO ..... Nm .....

Coupling Nuts Torque Correct: YES / NO ..... Nm .....

Recommended Tyre Pressures: Unladen: ..... kPa Laden: ..... kPa

Final signed-off Check-list provided: YES / NO

Handbook provided: YES / NO

Sufficient and clear information provided in the Handbook: YES / NO

Manuals for all equipment & appliances provided: YES / NO

All safety notices provided: YES / NO

All notices and labels securely and neatly affixed: YES / NO

Vehicle as per Brochure & Web-site: YES / NO

Visual external appearance: .....

Chassis: .....

Alignment of axle(s) with coupling: .....

Underside: .....

Wiring & piping: .....

Ease of opening/closing compartment doors: .....

Ease of opening/closing windows & hatches: .....

Paintwork & surface finish: .....

Any defects... scratches, rust, discolouration, bulges, etc.: YES / NO .....

Evenness of gaps around panels: .....

Visual internal appearance: .....

Ease of opening/closing compartment doors: .....

Any defects... scratches, rust, discolouration, bulges, etc.: YES / NO .....

Fitment of appliances and accessories: .....

Evenness of gaps around panels & appliances: .....

**Camper-Trailer Items:**

Ease of raising roof: .....

Ease of lowering roof: .....

Safety of winding mechanism: .....

Quality & Standard of Canvas: .....

Leak and draft areas: .....

**Rating of Facility:** (1 = Bad; 10 = Good) .....

**Rating of Vehicle:** (1 = Bad; 10 = Good) .....

**Follow-up Action Required:** .....

Audit Address: .....

Audit Date: .....

Name & Signature of Auditor: .....

Name & Signature of Manager: .....

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***Enhancing the Image of the Australian RV Industry***