

# Quality Assurance Assessment

## Caravans & Camper-Trailers

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 the Final Inspection Check-list signed by the foreman: 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 before cladding is fitted: 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      Unladen: ..... 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: .....

Other items: .....

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

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

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

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Audit Address: .....

Audit Date: .....

Name & Signature of Auditor: .....

Name & Signature of Manager: .....

