



# NHVAS Mass Management Commitment Statement

National Heavy Vehicle Accreditation Scheme  
Mass Management

It is the aim of the management and employees of Freight Assist Australia Pty Ltd to provide quality, reliability and customer satisfaction. Mass Management policies and procedures are in place commencing with the planning of activities by management to ensure that a do it right the first time approach is the key to:

- Quality service
- Safe operations
- Reliability
- Productivity
- Customer Satisfaction

The primary objectives of the Mass Management System is to ensure:

- That all vehicles owned and operated by Freight Assist Australia Pty Ltd are capable of being proven as roadworthy and safety of all users of the vehicles owned and operated by Freight Assist Australia Pty Ltd is paramount

The suspension roadworthiness of the vehicles owned by Freight Assist Australia Pty Ltd maintained by systems incorporating:

- Daily checks for each nominated vehicle for each day that it is in operation
- Procedures for reporting, recording and repair of suspension e faults
- Procedures for assessing and monitoring the repair of faults
- Procedures for planning and monitoring regular vehicle servicing and maintenance
- Review of policies, procedures and instructions for the interrelation of the personnel employed by Freight Assist Australia Pty Ltd who perform and verify the operation of the Mass Management System
- Vehicle to be loaded to within concessional Mass guidelines at all times and operated to limits of the nominated road network as set by road authorities and local councils

This Mass Management System has been approved as an organisational standard by Freight Assist Australia Pty Ltd, who holds the day to day responsibility for overall management of Maintenance Management System.

**Signed:** .....

**Position:** Executive Business Manager

**On behalf of** Freight Assist Australia Pty Ltd

**Dated:** .....