



MOT JUICE

Training Extract From MOT Testing Guide 6th Edition (September 18)

This resource PDF is an extract from the 6th Edition MOT Testing Guid and covers areas relating specifically to Quality Management Processes and to QC Checks.

Section B6 Quality Management Managing Quality

1. AEs are responsible for the quality of testing within their garage or garages.
2. Others - Most notably testers also have a responsibility upon them associated with this, but it is for AEs to ensure there are adequate system for the management of the quality of testing at their garage or garages.
3. To that end Yes must ensure an adequate system of Quality Management at each of their VTS's. Such a system will need to be tailored to meet the individual circumstances of the VTS or VTS's (such as number of VTS's, volume of tests, number of testers, experience of staff) - but in all cases, its objective must be the same; to best ensure that MOT testing is conducted to consistently high standards.
4. In operating systems - AEs should always remember that sometimes things will go wrong. A successful quality management system is one that identifies things going wrong in a timely way - and helps the AE put things right. A quality regime that never identifies things going wrong is unlikely to be working effectively. Where things are found to be going wrong, then it is key to record this and show what has been done to prevent reoccurrence.
5. Going forward, much of DVSA's focus in identifying how well garages are managing quality will come from reviewing their quality management system. This will mean that it is necessary to document the system and how it operates. This need not be an onerous task - and, again, needs to be proportionate to the size and complexity of the AE's operation.
6. The overall quality management system should always include the following elements:
 - a. People
 - b. Training
 - c. Procedures
 - d. Equipment
 - e. Assurance
 - f. Improvement

The following sections describe the requirements for these in a little more detail.



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7. People

This should include policies for recruiting staff, probation criteria and policies around what you will do when there are quality failings. This will also include information about Site Managers where they are used. Where AE's do have a responsibility across sites there would be an exception that Site Managers are suitable individuals with suitable training to do their job.

8. Training

This will include what checks you will do to make sure that all of your staff have the necessary training - both mandated training from DVSA, but also any other training they need to safely work in your garage. It may include a link to your people policy - so that there is clarity on what you expect from your staff in terms of their own personal development. It would be expected that such a system should be designed to ensure that all staff conducting MOTs have followed the in year training and passed the assessment.

9. Procedures

You need to ensure that your staff know how MOTs operate in your VTSs - what documents to use, how bookings are operated, how to access information such as manuals, guides and reports for example test quality information (TQI), test logs, slot usage and transactions etc.

10. Equipment

This needs to ensure that all relevant staff understand how to ensure equipment upkeep and calibration, that process is clear and there are clear procedures for dealing with any equipment failures.

11. Assurance

This will include the checks you do to make sure that all of your staff have the necessary training - both mandated training from DVSA, and also any other training they need to be able to understand and implement changes to tester's manuals, test standards and test results entry. Also any training they require to safely work in your garage. It may include a link to your people policy - so that there is clarity on what you expect from your staff in terms of their own personal development. It would be expected that such a system should be designed to ensure that all staff conducting MOT Testing have followed the in year training requirement and have passed the annual assessment.

A procedure need to be in place to check that at least a sample of MOTs are checked to ensure that the correct routines and procedures are followed and that the correct standards are applied.

- a. An AE may consider implementing an assurance approach which could include a third party or Trade representative. Any third party should cover aspects relating to MOT test standards and the administrative management of the MOT business. Alternative approaches could be to nominate an experienced and well regarded tester to conduct the assurance checks, to rotate the responsibility across the team or to partner with neighbouring garages. It would be expected that all those carrying out assurance checks should be trained as MOT testers. The key factor in whatever approach is to ensure that all testers have a proportion of tests



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rechecked by someone who is independent of that tester - so they can have some degree of objectivity.

- b.** The frequency of checks may typically be expected to be 1 per tester every 2 months. However, this is based on the average garage throughput of 2-3 tests per day for experienced testers - so should be varied to reflect the volume of tests done or any other special circumstances - such as the experience of testers. For example if a tester is inexperienced or doing twice the average of 2-3 tests per day you should consider increasing the checks to once a month.
- c.** Where a VTS has one Tester it is expected that the AE should also have in place a suitable means of assuring the quality of testing. This could include using a 3rd part assessor, a reciprocal arrangement with a local VTS. Where this is not possible other methods should be used to ensure the quality of testing e.g. the use of test quality reports to check the testers own performance against the national statistics, noting reasons for differences and any actions taken if appropriate.
- d.** The assurance processes in place should be subject to regular review, this will enable an AE to monitor the effectiveness and if necessary make changes where required.
- e.** Assurance checks should include the operation of the VTS and the test quality of the MOT tests carried out by the testers at the VTS.
- f.** Whoever is conducting the quality assurance check
 - i.** Closely watch all parts of the test as they are carried out, or;
 - ii.** Closely observe the testing process, and conduct a full re-examination of the vehicle to check standards application.
- g.** Once the tester has complete the test, which will be the subject of a QC check any difference in the test result, test standards or observed defects must be discussed and resolved prior to confirmation of the test result on the MOT Testing Service.
- h.** The result of the assurance check must be recorded - including any agreed action. That agreed action could be additional training, a garage development session or any other appropriate action. The key thing here is to show that corrective action is taken.
- i.** Where unusually high numbers of failings are found - then it would be expected that the frequency of checks is increased until such time as it is evidenced that the problem has now been solved.

12.Improvement

Overall the system needs to demonstrate that things are fixed when they are found wanting. A good quality system will find problems, and record their resolution - so there is a culture of learning and improving.