

SOUTH AFRICAN NATIONAL STANDARD

QUALITY MANAGEMENT SYSTEMS

BUS OPERATORS

SANS 10399:2012

- What is RTMS?
- RTMS is an industry-led, government-supported, voluntary, self-regulation scheme that encourages consignees, consignors and road transport operators to implement a management system (a set of standards - SANS 10399:2012) with outcomes that contribute to preserving road infrastructure, improving road safety & increasing productivity.
- Performance Based Standards (PBS) project
- Key focus areas are:
 - Passenger optimisation
 - Driver wellness
 - Vehicle maintenance
 - Productivity



104-Seater Articulated Bus




“This standard is intended for all bus and coach operators. It is applicable to all types of operations including tourists, inter city, urban and rural commuter, school, cross border, organised parties and other dedicated services – all sizes of operations”. Ref: SANS 10399-2012

- Quality management of the operator processes**
- Quality of the operator product**

Interested parties:

- Government shareholders**
- General public**
- Passengers and other road users**

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5 Passenger Safety

- 5.1 Safe entry
- 5.2 Trip safety
- 5.3 Safe Exit
- 5.4 Route Risk Assessments
- 5.5 Control of numbers
- 5.6 Emergency Preparedness

6 Driver Wellness


- 6.1 Medical certificate of fitness
- 6.2 Monitoring of illness where applicable
- 6.3 Fatigue Management Initiatives
- 6.4 Testing for alcohol consumption
- 6.5 Licences & PrDP checks
- 6.6 Driver shift timetable
- 6.7 Monitoring of driving hours
- 6.8 Control of driver behaviour

7 Training & Education

- 7.1 Identification of annual training plan
- 7.2 Implementation of training plan
- 7.3 Pre-employment competency check
- 7.4 Induction/Refresher training
 - 7.4.1 Defensive Driving
 - 7.4.2 Passenger Safety
 - 7.4.3 National Road Traffic Act
 - 7.4.3 Vehicle Safety
 - 7.4.4 Company Policy & Procedures
 - 7.4.5 Occupational Health & Safety Act
 - 7.4.6 Fatigue Management
 - 7.4.7 Personal health and nutrition
 - 7.4.8 HIV/AIDS

8 Human Resources

- 8.1 Sufficient Personell
- 8.2 Staff with required expertise
 - 8.2.1 Qualification of staff (technical)
 - 8.2.2 NRTA
 - 8.2.3 OHS Act

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9 Management Commitment

- 9.1 Company policy
 - 9.1.1 Quality
 - 9.1.2 Safety
 - 9.1.3 Customers
 - 9.1.4 Community/Environment
 - 9.1.5 Continual Improvement

10 Management Review

- 10.1 Accident Statistics
- 10.2 Corrective/Preventive Actions
- 10.3 Customer Complaints
- 10.4 Drivers Shift Hours
- 10.5 Actual Driving Hours
- 10.6 Speeding
- 10.7 Traffic fines
- 10.8 Vehicle Service History
- 10.9 Internal/External Audits
- 10.1 HSE Performance

11 Contractor/Supplier Management


- 11.1 Sub-contractor performance
 - 11.1.1 Servicing & Maintenance
 - 11.1.2 Tyre Supplier
 - 11.1.3 Panel beater/Fittings
- 11.2 Approved Supplier List

12 Performance Assessment

- 12.1 Planned annual internal audit
- 12.2 Availability of audit reports
- 12.3 Independence of auditor

13 Inspection of Site/Vehicles/Equipment

- 13.1 Housekeeping
- 13.2 Safety Inspection Records
- 13.3 General Appearance
- 13.4 Waste Disposal
- 13.5 Fitness Condition

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14 Live Assessment

- 14.1 Interview with Driver(s)
- 14.2 Vehicle Check (log-sheet, defects, speed etc.)
- 14.3 Tachograph/satellite surveillance review

NOTE	!	<p>POLICIES, PROCEDURES, WORK INSTRUCTION AND OTHER COMPANY DOCUMENTS SHOULD BE MADE AVAILABLE IN ORDER FOR THE ASSESSMENT OF MENTIONED CRITERIA TO BE CONDUCTED.</p>
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CASE STUDIES

TIMBER – “We have shown the costs per tonne to transport timber has the potential of reducing by at least 12% using RTMS”

- **Russell Morkel, Mondi Forests**
 - **16 million tonnes of pulpwood and logs –operators**
 - **1.3 million hectares**
 - **108 sawmills**
 - **47 pole-processing plants**
 - **16 paper and board mills**
 - **16 timber mills**



CASE STUDIES

COAL - 30 million tonnes of coal annually

- 5100 truckloads daily
- 15 times around the world every day
- 2% of SA's total diesel supply

SUGAR - 21 million tonnes of sugar

- 42000 growers
- 14 sugar mills
- 1450 vehicles
- Overloading reduced by 71% since 2007

