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Automotive Compliance Delivered with Integrity

CASE STUDY · TRAILER MANUFACTURING · 3 MIN READ

The Trailers Were Being Built. Could the Business Demonstrate Compliance?

An audit notice put a small manufacturer’s processes and records under the spotlight.

An anonymised case study involving a small Australian trailer manufacturer.



Audit readiness connects what happens in the workshop with the records that demonstrate control.

The audit notice changed the priorities

A family-owned trailer manufacturer with fewer than five staff held active vehicle type approvals and was busy running its workshop.

Then a Department audit notice arrived.

The business needed to demonstrate how its manufacturing activities, supporting records and approval information fitted together. Its formal quality system and documentation needed attention, and the team had limited resources and no previous audit experience.

The immediate challenge was preparing for the audit while keeping the business operating.

Workshop knowledge needed a supporting system

Knowing how a trailer is built is valuable. Being able to demonstrate how production remains controlled is another part of the responsibility.

A quality management system (QMS) should connect documented processes with the work people actually perform. For a small manufacturer, that connection needs to be clear enough to use during an ordinary working day.

An impressive manual offers little reassurance if the workshop follows a different process—or the relevant records cannot be found.

Could your team explain what happens, show the supporting evidence and demonstrate that the two agree?

Bringing the records and workshop practices together

ROVER Pro reviewed the manufacturer's existing processes and documentation, identified gaps and helped develop a practical QMS suited to the operation.

The engagement included targeted procedures and supporting records, preparation for audit questions and assistance with Department requests for information. A mock audit helped identify matters requiring attention before the inspection.

The focus was on a system the team could understand, follow and maintain.

A successful inspection—and a stronger foundation

The manufacturer passed the field inspection with no critical findings. Its vehicle type approvals remained active.

The team also gained a clearer understanding of its ongoing conformity of production responsibilities.

That understanding matters beyond the inspection date. People, suppliers, components and designs can change. A useful system helps the business recognise when those changes need attention.

Would your business be ready?

An audit notice leaves less time to resolve unclear responsibilities, incomplete records or differences between documented procedures and workshop practice.

Consider your own operation:

- Does your documentation reflect how trailers are currently built?
- Can the right people find and explain the supporting records?
- Are changes assessed and reflected in the relevant information?

Uncertainty in those answers is a reason to review the position before an audit brings it into focus.

Get support before the pressure builds

ROVER Pro helps trailer manufacturers assess their readiness, address gaps and develop practical compliance systems suited to their operation.

Whether an audit notice has arrived or your documentation has fallen behind the business, we can help establish what needs attention and coordinate the work.

Talk to ROVER Pro about your audit readiness.

Unfamiliar terminology? Visit our Glossary, Abbreviations and Definitions.

This case study describes a particular engagement. Audit findings and approval outcomes depend on the circumstances; a previous successful outcome does not guarantee another result.