

PMA Audit Checklist

Last Updated: February 2016

Company Name:			
Name of Contact Person:			
Designation:		Telephone/Cell No.:	
Physical Address:			

(for Office Use Only):

Date of Audit:		Certificate No.:	
Name of Auditor:			

		Check	Remarks
1.	GENERAL		
1.1	Have issues from previous audits been attended to?		
1.2	Are warehouses palletized or containerized?		
2.	RESOURCES		
2.1	VEHICLES		
2.1.1	Does the organisation have at least 2 vehicles with a capacity of 800 cubic feet / 25m ³ ?		
2.1.2	Do vehicles have Certificates of Roadworthy / CoR?		
2.1.3	Are vehicles roadworthy, clean and water resistant?		
2.1.4	Are vehicle service records up-to-date?		
2.1.5	Do all drivers have a valid driver's license and PrDP?		
2.1.6	Are drivers required to complete and record a pre-trip vehicle roadworthy inspection?		
2.2	VEHICLE/TRAILER		
2.2.1	Are there 10 clean and serviceable blankets per 100 cubic feet?		
2.2.2	Is there adequate webbing not less than 50mm and is webbing in good condition?		

2.2.3	Are there trolleys on the vehicle?		
2.2.4	Are there sufficient and adequate ladders?		
2.2.5	Are ladders in good condition with inspection registers in place?		
2.2.6	Is there a Toolbox with at least the following:		
	Allen keys:		
	Flat screwdrivers:		
	Phillips screwdrivers:		
	Koki pen:		
	Stanley knife:		
	Adjustable spanner:		
	Pliers:		
2.2.7	Is there adequate carpet protection against dust, finger marks, oil and grease etc?		
2.2.8	Is there a fire extinguisher per vehicle or vehicle combination of at least 2.5kg dry powder or BCF capacity of 1kg which is approved by SABS?		
2.2.9	Are fire extinguishers secured to the vehicle and accessible?		
2.3	WAREHOUSE		
2.3.1	Is the warehouse minimum of 250 m ² and other commodities separated from furniture?		

2.3.2	Is the storage area waterproof, with a solid concrete floor, lockable doors and secure windows?		
2.3.3	Is firefighting equipment inspected at least annually?		
2.3.4	Is there armed response or 24 hour security?		
2.3.5	Are there pest control records available?		
2.3.6	Are open stacks labeled with a full inventory and covered with a dust cover?		
2.3.7	Are there passageways between stacks allowing easy access?		
2.3.8	Do upholstered items have clean protective covering of at least 65 microns where plastic is used?		
2.3.9	If mechanical lifting equipment is used are the operators trained and correctly licensed?		
2.3.10	If mechanical lifting equipment is used are annual load test certificates in place?		
2.4	PACKING MATERIAL		
2.4.1	Is there good quality securing tape and appropriate, clean packing and wrapping material?		
2.4.2	Is clean white paper being used?		
2.4.3	Are there appropriate sized cartons?		

2.4.4	Is there protective clean covering for upholstered items ?		
2.4.5	Is plastic covering at least 65 micron?		
2.5	PERSONNEL (moving staff)		
2.5.1	Is staff trained to perform tasks in line with their job descriptions?		
2.5.2	Are training records maintained?		
2.5.3	Does personal protective clothing (PPE) display member's logo or company name?		
2.5.4	Is PPE clean and in good condition?		
	Overalls/Conti suits:	<input type="checkbox"/>	
	T-shirts:	<input type="checkbox"/>	
	Safety Boots:	<input type="checkbox"/>	
2.5.4	Gloves:	<input type="checkbox"/>	
	Does the supervisor keep a detailed inventory for all items being moved/stored in excess of 24 hours?		
	3. CUSTOMERS		
	3.1	Are there written quotations issued including reference to Terms and Conditions?	
3.2	Is work within the performance capability of the company?		

3.3	Are there customer's signatures of acceptance wherever possible?		
3.4	Are changes to the contract communicated to the customer and evidence of this available?		
3.5	Are inventories kept of all long distance/overnight storage/removals?		
3.6	Does the member meet the Financial Advisory & Intermediary Services Act (FAIS), Short term Insurance Act and the Financial Services Board (FSB) Act No 37 of 2002, Section 8 requirements?		
3.6.1	If "Yes" what is the member's FSB Registration No?		
3.6.2	If the member is not compliant with 3.6.1 above, what alternate arrangements are in place?		
3.6.3	If the Bailee Concept used – who is the Bailee and what is their FSB Number? Bailee Name: FSB No.:		
3.7	Is attention drawn to member's limited liability if all risks insurance not effected?		

3.8	Is loss/damage to customer property notified and recorded?		
3.8.1	Is an insurance proposal form completed for each occasion?		
3.8.2	Is the insurance excess clearly indicated on proposals?		
3.8.3	Is the insurance certificate handed to and signed for by customers?		
3.8.4	Is a copy of the insurance proposal retained on the customer's file?		
4.	ADVERTISING LOGOS		
4.1	Are members' advertising logos, etc displayed on vehicles?		
5.	SYSTEM CONTROLS		
5.1	Do documents have current & correct information available for use?		
5.1.2	Do documents show relevant authorisations?		
5.1.3	Are records retained for company/statutory periods – a minimum of 5 years?		
5.1.4	Are records identifiable, retrievable, legible and correctly disposed of?		
5.1.5	Can evidence of compliance with the AMOSA Standards be provided?		

5.2	PROCESS IMPROVEMENT		
5.2.1	Is there a documented process established to identify, record, report and address non-conformances?		
5.2.2	Does the process include customer feedback?		
5.2.3	Does action include written responses?		
5.3	MONITORING & MEASUREMENT		
5.3.1	Has Management formally reviewed its performance against the AMOSA Standard in the last 12 months?		
5.3.2	Are there Minutes of Management Review meeting/s on file?		
5.3.3	Are complaints to the PMA responded to by the PMA in writing within seven days?		