

QP Quality Policy

The Building Control Authority (BCA) is committed to the concept of sustaining and improving the quality of building control and associated services provided to customers based on professionalism, technical competency, care, attention and public accountability while complying with the Building Consent Authority accreditation regulations, the Building Act 2004, and the Building Regulations.

The organisation will:

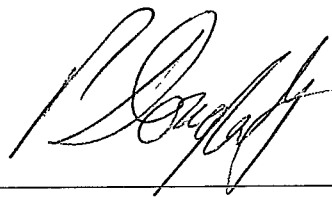
- ensure this quality policy is understood and implemented by staff and contractors through regular coaching, internal audits, monitoring and assessment, and performance management framework;
- make the process of applying for, and obtaining an approved Building Consent as simple and as easy as possible, without compromising technical accuracy;
- promote integrity, honesty and professionalism as a key element of all aspects of our business activities and relationships;
- maintain an appropriate standard of technical skill throughout the organisation together with an appropriate level of compliance with the organisation's processes and procedures.

The BCA will achieve this by endeavouring to:

1. treat all customers impartially, fairly, courteously and respectfully;
2. be responsive to the requirements of customers;
3. ensure that decisions made are based on sound technical reasoning;
4. ensure necessary resources are available to support implementation of policy, procedures and systems to fulfil our statutory requirements;
5. enable the effective investigation and, where appropriate, implementation of customer or management initiatives concerning quality;
6. process all applications within the required statutory periods; and
7. ensure all work undertaken is within the identified technical competency and capability of appropriate staff and contractors.

To meet these objectives, the organisation will ensure that the BCA applies the Quality Assurance System outlined in this Quality Assurance Manual which has been developed in accordance with the BCA Accreditation requirements.

Pat Dougherty
CHIEF EXECUTIVE



17 July 2013



MEDIA RELEASE

Council building consent process sound says Acting CE

7 JULY, 2013

Kāpiti Coast District Council has been praised by the Minister of Building and Construction Maurice Williamson for the way it responded to a recent audit of its building consents processes.

The audit by International Accreditation New Zealand (IANZ) highlighted issues to do with documentation and record keeping but IANZ was satisfied with the judgements and decisions made around building consents.

Acting Chief Executive Tamsin Evans says Kāpiti residents can be assured all consents issued in this district are robust and reliable and made by competent staff with good technical knowledge.

“Local government is audited continuously and there was nothing unusual about the routine IANZ audit. Audit processes are there for quality assurance and it is not unusual to have corrective actions to address as part of that process. The Mayor and councillors have been kept fully informed, we are meeting targets and I am very satisfied with the way things are progressing.”

“As the Minister said on TVNZ’s Q&A this morning, Kāpiti has put systems in place to address the issues, as any council should.”

Ms Evans says IANZ concerns were to do with paperwork, systems and processes.

“We fell behind the initial timeframes set by IANZ to address the audit’s corrective actions. We’re a relatively small council and we were in the process of restructuring and appointing new managers to our regulatory team, as well as moving back into our refurbished head office. From early February, Senior staff were also dealing with the impact of Mainzeal’s receivership on the near-complete Coastlands Aquatic Centre project.”

Ms Evans says Council’s responses to the IANZ audit will be put before the Audit and Risk Subcommittee, which oversees external audit reports to ensure appropriate action, has been taken by management to address issues and audit recommendations.

“We’re pleased the Minister acknowledges how seriously Kāpiti took IANZ’s concerns and the steps we have subsequently taken to ensure we retain our accreditation.”

ENDS

For more information contact Acting Chief Executive Tamsin Evans on 04 2964752 or 027 5555752.