



Purpose

The purpose of this document is to describe the system used for continuous improvement.

Scope

This is document is only to be used as part of the BCA function.

Roles and responsibilities

This roles and responsibilities of each person involved in the process is listed as follows.

Front line staff: Identifies opportunities.

Team leaders: Identifies opportunities, provides and maintains forums/channels to progress opportunities. Champions opportunities that will make their area and their team more effective.

Managers: Champions opportunities that will make their area and their team more effective.

Process lead team: Forum to review opportunities and consider best way to advance/whether they should be advanced.

Building control manager: Review opportunities and ensures that forums and mechanisms are working. Approves change controls from the building team.

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Procedure

The following procedure outlines how the continuous improvement processes are implemented.

Step #	Description	Responsibility
1	<p>A new improvement is identified either through:</p> <ul style="list-style-type: none"> • Internal audit findings • Quality reports • Legislative changes • Complaints • General improvements 	Any BCA staff member
2	<p>For general improvements only</p> <p>Discuss the idea with immediate team leader or manager at this meeting the following will be considered</p> <ul style="list-style-type: none"> • the benefits • the feasibility • the potential impacts of the new idea on existing processes • Technical considerations and impacts <p>The team leader or manager will make a decision whether to progress the improvement idea. Where the improvement is related to a change in legislation impact on strategic objectives or is specific in technical contents these improvements need to be forwarded for initial comment to the principal building officer for initial assessment.</p> <p>If approved go to step 3 If not approved the process ends.</p>	<p>Front line staff</p> <p>Team leaders</p> <p>Managers</p>
3	All new improvements are added to the monthly building process lead team agenda or action items via the building control managers PA.	Team leader manager
4	<p>At the monthly building process lead team new initiatives are discussed and the building control manager approves whether the initiative carries forward.</p> <p>If approved go to step 5 If not approved the process ends</p>	Process lead team
5	<p>Following approval from the building process lead team a change control request is created and goes through a formal review and approval by all affected parties. (Refer to INF-10.2-PROC, Change request procedure)</p> <p>If approved go to step 5 If not approved the process ends</p>	Team leader manager
6	On approval of the change request the improvement gets recorded as an action item on the building process lead team meeting minutes and then the implementation is assigned, tracked and actioned through this forum.	Building control manager