



## Quality assurance system introduction

### Introduction

The Auckland City Environments, a Division of Auckland City Council, Quality Assurance manual has been developed to formally document the building consent authority's (BCA's) quality assurance policies, procedures and systems.

Auckland City Environments, as a BCA, performs the following functions:

- Processes building consent applications
- Approves and issues building consents (except consent subject to waiver or modification)
- Inspects building work for which it has granted a building consent
- Issues notices to fix
- Issues code compliance certificates.
- Issues compliance schedules.
- Issues infringements

The Quality Assurance System will be one of the tools used by Auckland City Environments to ensure the BCA quality management system complies with the Accreditation requirements of the Building Act 2004.

A specific objective of the system is to demonstrate Auckland City Environments ensures building consents, code compliance certificates, compliance schedules and notices to fix issued by the organisation are based on accurate technical decisions made by suitably qualified and experienced people.

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The core procedures and appropriate references, which describe how this objective is achieved, are as follows:

- Management and building officials functions, responsibilities and relationships within Auckland City Environments. Refer to BLD-54.3-FORM, Organisation chart, BLD-58.0-POL, Position descriptions.
- Monthly management review of systems, audit reports, customer complaints and training requirements. Refer to BLD-56.0-POL, Management review.
- Use of staff technical skills matrix, recording of training needs and programming of technical training.  
Refer to BLD-61.0-POL and BLD-61.2-PROC, Technical training programme.
- Application of internal audits of the quality system and technical audits of plan processing and site inspection activities. Refer to BLD-65.0-POL, Internal audit
- Building consent application flowcharts, procedures, forms and checklists. Refer to BLD4.0-POL , Applying for a building consent and the associated forms, ie. BLD-4.3-FORM to BLD-4.13-FORM
- Inspection of buildings for compliance with approved plans and specifications. Refer to BLD-24.0-POL to BLD-24.2-PROC, Building consent administration
- Evaluation of suppliers including consultants used by Auckland City Environments. Refer to BLD-67.2-PROC, Contractors and suppliers.

### **Procedure format**

In general, procedures have been set out utilising the following format:

- A process flowchart providing an overview of the process. The flowchart identifies key steps and checkpoints in the process.
- A documented procedure which outlines:
  - The purpose of the procedure
  - The responsibilities and authorities associated with the procedure
  - Any further process detail not covered in the flowchart
- In general, there is a heading in the procedure which matches each step and check point in the flowchart.