



Purpose

Define how Auckland City Environments (ACE) will implement and ensure that it has effectively implemented its quality policies, procedures and systems as required by The Building (Accreditation of Building Consent Authorities) Regulations 2006.

Scope

This document prescribes the criteria and standards ACE management must meet to ensure the correct implementation of the quality system.

References

Building Act 2004 Section 52

BLD-7.0-POL, Consultants assessment and auditing process (Policy)

BLD-7.0-PROC, Consultants assessment and auditing process (Procedure)

BLD-17.0-POL, Consent assessment and task allocations (Policy)

BLD-17.2-PROC, Consent assessment and task allocations (Procedure)

BLD-17.3-POL, Skills matrix (Policy)

BLD-17.4-FORM, Skills matrix (Table)

BLD-28.0-POL, Inspections (Policy)

BLD-28.2-PROC, Inspections (Procedure)

BLD-28.6-PROC, Inspections auditing

BLD-37.2-PROC, Building certifiers

BLD-40.0-POL, Complaints during building construction process (Policy)

BLD-40.0-PROC, Complaints during building construction process (Procedure)

BLD-61.1-POL, Technical training programme (Policy)

BLD-61.1-PROC, Technical training programme (Procedure)

BLD-62.0-POL, Technical training and assessment

BLD-65.0-POL, Internal audit

BLD-65.1-PROC, Internal systems audits

BLD-65.2-PROC, Internal technical audits

BLD-67.2-PROC, Contractors and suppliers

BLD-75.0-POL, Contractor competency

Roles and responsibilities

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

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	Name	Title	Date
Author	Ian Todd	Contract QA Analyst	
Approved by	Bob de Leur	Principal Building Officer – PATS	
Issued by	Ian McCormick	Manager Building Control – Regulatory Services	
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Building control manager: Develops procedures to cover the process required in the management and administration of building consents

Quality control officer: Audits the operational processes associated with the management and administration of building consents

Business quality analyst: Audits the quality management system to ensure compliance with the quality policies and procedures

Team leader: Ensures staff understand the processes involved with the management and administration of building consents

Building official or case manager: Follows the procedure in the administration and control of building consents

Abbreviations and acronyms

ACE Auckland City Environments

Procedures

The procedures for the building consent administrative tasks are outlined in the following tables.

1. Concept of Continuous Improvement by Total Quality Management (TQM)

TQM is mainly concerned with continuous improvement in all work, from high level strategic planning and decision making, to detailed execution of work elements in the operations and administration of building consent processing. TQM comes from the belief that mistakes can be avoided and service level defects can be prevented. This leads to continuously improving results, in all aspects of work, as a result of continuously improving capabilities, people, processes, technology and service.

2. TQM Implementation Programme

The quality system will be implemented through a structure implementation programme:

Step #	Description	Responsibility
1	<p>Management Commitment This will be achieved by:</p> <ul style="list-style-type: none"> Communicating to ACE, the importance of meeting Building Consent Authority accreditation and regulatory requirements. Establishing the quality policy Ensuring the objectives are established Conducting management reviews Ensuring the availability of resources 	Building control manager
2	<p>Staff Training Programme The staff training programme will include:</p> <ul style="list-style-type: none"> Communication as to why the quality management system is being implemented. Training sessions on the introduction of the ACE policies and procedures. 	Building control manager Senior building specialist



	<ul style="list-style-type: none"> Post training assessment to test staff on their knowledge of the ACE policies and procedures. 	
3	<p>Introduction of Mentoring System</p> <p>A Building control officer mentoring system will be introduced to provide assistance and support to Building control officers during the implementation of the ACE policies and procedures.</p>	<p>Building control manager Senior building specialist</p>
4	<p>Operations review</p> <p>Observation of Building control officer practices and operations to identify any non-compliance with the policies and procedures.</p>	<p>Quality control officer Team leaders</p>
5	<p>Internal Audits</p> <p>Monthly internal audits will be undertaken either on a sample of work completed or in progress to verify compliance with the policies and procedures.</p>	<p>Quality control officer</p>
6	<p>Review of Complaints Register</p> <p>Constant reviews will be made of the complaints register to identify non-compliances or training deficiency requiring corrective action.</p>	<p>Building control manager Quality control officer</p>
7	<p>Performance management</p> <p>Implementation of a performance management process to measure operations against targets and standards</p>	<p>Building control manager Quality control officer</p>
8	<p>Management review</p> <p>Periodic management reviews will assess the effectiveness of the operation of ACE policies and procedures.</p>	<p>Building control manager</p>
9	<p>Quality systems audit</p> <p>Periodic internal audit of the quality systems to ensure compliance with the quality systems manual</p>	<p>Building control manager Business quality analyst</p>