



Quality policy

Quality policy statement

The Management of Auckland City Environments, (ACE) a Division of Auckland City Council, are committed to providing the highest quality service to building control and associated services provided to customers based on: professionalism, technical excellence, care, attention and public accountability while complying with the Building Consent accreditation requirements, the New Zealand Building Act, and the New Zealand Building regulations.

ACE management will ensure that all personnel concerned with building control and associated services within the environments of Auckland City will be competent in the operations of consent application, inspection, approvals, compliance monitoring and reporting results through consistent training.

It is the responsibility of ACE staff to familiarise themselves with and comply with the requirements of the Building Quality Manual and any implied regulations and standards.

Quality will be continuously strived for not only with respect to building consents certification but also with respect to all aspects of the business. Standards will be maintained as high as is practicably achievable with a minimum standard as set by industry and the applicable regulations and standards. This will be achieved through standard operating procedures and supporting documentation.

This will be achieved by:

- Making the process of applying for and obtaining an approved building consent as simple and easy as possible, without compromising technical accuracy.
- Providing the name and means of contact of the staff member who is dealing with the work.
- Treating all customers impartially, fairly, courteously and respectfully.
- Responding promptly to the requirements of customers, the building consent accreditation body and the Department of Building and Housing.
- Providing a friendly and inviting atmosphere for customers and staff.
- Promoting integrity, honesty and professionalism as a key element of all aspects of our business activities and relationships.
- Ensuring the organisation’s decisions are based on good legal advice where required.
- Valuing all customers and develop good working relationships with customers, suppliers, contractors and regulatory bodies.
- Striving to determine all applications within the required statutory periods.
- Ensuring all work undertaken is within the identified technical competency and capability of appropriate staff and contractors.

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Issued by				
Version	Draft 1	Date issued		Expiry date



To meet these objectives ACE will apply the Quality Assurance System outlined in this Building Quality Manual, where development was in accordance with the BCA Accreditation requirements.

Conformance with the requirements of the detailed procedures outlined in this Building Quality Manual is mandatory for all staff, contractors and consultants engaged in the provision of ACE's services.

Signed

Bob De Leur

Principal building officer - PATS
Auckland City Environments