

Building Consent Authority Quality Assurance Policy

The Management of Whanganui District Council, through its Building Consent Authority, are committed to providing and improving a high quality of building control and associated services to customers based on professionalism, technical excellence, care, attention and public accountability by complying with the Building Consent Authority accreditation requirements, the Building Act 2004, and the Building Regulations 2006.

Management will ensure this quality policy is understood and implemented by all Building Consent Authority employees and contractors through regular coaching, internal audits, monitoring and assessment. A high standard of technical competency will be maintained throughout the organisation together with a high level of compliance with the organisation's processes and procedures.

The Whanganui District Council Building Consent Authority will provide documented assurance to organisational management, employees, contractors and customers that the service is being provided in a consistent, professional, technically competent, effective and efficient manner.

We will achieve this by:

making the process of applying for, and obtaining, a building consent as simple and as easy as possible, without compromising technical quality

- treating all customers impartially, fairly, courteously and respectfully
- responding promptly to the requirements of customers, the Building Consent Accreditation Body and the Ministry of Business Innovation & Employment
- providing a friendly and inviting atmosphere for customers, employees and contractors
- promoting integrity, honesty and professionalism as key elements of all aspects of our business activities and relationships and ensuring against conflicts of interest
- applying the organisation's core values of responsibility, accountability, communication,
- empowerment, flexibility, influence, innovation, continuous improvement and trust
- ensuring the organisation's decisions are based on good technical advice and fairness
- valuing all customers and developing and maintaining good working relationships with customers, suppliers, contractors and regulatory bodies
- processing all applications within the required statutory periods
- ensuring that all work undertaken is within the identified technical competency and capability of appropriate employees and contractors.

To meet these objectives, the Building Consent Authority will apply the Quality Assurance System outlined in this quality assurance policy which has been developed in accordance with the Building Consent Authority accreditation requirements.

Conformance with the requirements of the appropriate detailed procedures outlined in the Quality Assurance System is a requirement for all employees and contractors engaged in the provision of Building Consent Authority services.

Signed:

Date: 15 December 2017

Kym Fell

Chief Executive

Whanganui District Council