

# **Testing Laboratory Registration Council Statement of Intent**

**1 July 2015 – 30 June 2019**



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## **Vision**

To be a world-class provider of accreditation, certification and related services, providing value-added assurance of competence and compliance, in a financially sustainable manner.

## **Purpose**

Adding value to business through independent assurance of technical competence.

## **Council Goals**

- To cost-effectively provide authoritative, independent recognition of the competence of laboratories, inspection bodies and radiology practices across all sectors of industry where accreditation adds value.
- To provide a cost-effective trade facilitation mechanism and access to international markets through acceptance of test reports from IANZ accredited organisations by overseas regulators, and to provide assurance of compliance for imported products.
- To be New Zealand's leading provider of assurance services, focusing on certification and compliance with standards.
- Maintain financial sustainability without Crown funding.

## 1. Overview

The Testing Laboratory Registration Council (the Council), trading as International Accreditation New Zealand (IANZ) adds value to businesses by providing independent assurance of their technical competence.

This is vital for the New Zealand economy and the Country's exporters.

By providing independent assurance of technical competence and providing confidence that products are safe, IANZ accreditation improves business performance and raises quality for the benefit of all New Zealanders. Through IANZ accreditation, overseas regulators also have assurance that test results are reliable, and thus New Zealand products are safe and true to label. Regulatory acceptance of test reports enables exporters to reduce compliance costs, and gives certainty regarding access to overseas markets. Testing in an IANZ accredited laboratory is now a requirement for over \$20 billion p.a. of New Zealand exports. IANZ accreditation contributes to economic sectors totalling \$44 billion p.a., around 25% of GDP.

Technical competence is also essential in areas such as food safety, medical testing and other health services.

IANZ accredits laboratories that provide critical diagnostic testing and medical imaging, as well as those testing for product safety. Inspection bodies are also accredited for domestic food safety inspection, engineering safety (e.g. cranes; pressure equipment), and fire sprinkler inspection. All Building Consent Authorities (BCA's) are also accredited by IANZ.

The Council also offers certification services through its 75% owned subsidiary, Telarc SAI Limited (Telarc), New Zealand's largest certification body. Telarc audits compliance against quality, health and safety, and environmental management system standards. Training to support both accreditation and certification clients is delivered by the Council's training division, the New Zealand Quality College (NZQC).

Telarc certification provides independent assurance that management systems (quality, environmental, food safety, and health and safety) comply with International and New Zealand standards. Organisations can use the certification process as a business improvement tool, as well as lifting the overall quality of the products and services they provide and facilitating access to overseas markets.

During the next four years, IANZ will continue to work with regulators and international organisations to help with increasing New Zealand's exports, both with existing products into new markets, and with innovation in technology, developing new products for export.

Telarc will further develop its business improvement activities (quality management certifications) and its assistance to regulators, participating in health and safety systems certification for a range of industries, including the adventure tourism sector.

IANZ and Telarc both meet international standards for bodies of their type and are regularly evaluated to ensure compliance.

## 2. Strategic Objectives 2015 – 2019

### IANZ (Accreditation)

- **Innovations within current operations**

1. Work with existing clients to provide new (extension) assessments to meet new overseas market access requirements, and with new clients to provide recognition of their competence, thus adding value to their business operations.
2. Provide assessments for clients seeking new recognition of competence in both the health sector (new medical testing and radiology developments) and in safety critical areas (P lab reconditioning of houses, new workplace drug testing laboratories).
3. Develop assessments for new clients across all programmes in a timely manner, providing independent recognition of their technical competence.

- **Extending current IANZ competencies into new areas**

1. Develop (in conjunction with Ministry of Health (MoH) and professional Colleges) new programmes in the health sector.
2. Develop (in conjunction with Ministry for Primary Industries (MPI) and Local Government) new accreditation programmes for food safety inspection.
3. Develop (in conjunction with Ministry of Business, Innovation and Employment (MBIE)) new accreditation programmes targeting Government priorities in reducing compliance costs for business, and facilitating infrastructure development.

- **Enhancing Customer relationships**

1. Continuing regular (quarterly internal and two yearly external) customer surveys to ensure accreditation is adding value to clients, and to improve the service delivery to increase the benefits provided by accreditation.
2. Ensure competitive delivery of service through regular (annual) benchmarking of fees and costs against other providers.
3. Further develop IANZ technological infrastructure to improve the efficiency of assessments and accreditation delivery
4. Continue to build on the relationships with regulators to better target accreditation services, both in the domestic sector, and to facilitate access to export markets.

### Telarc (Certification)

- **Facilitating Business Competitiveness**

1. Telarc will continue to provide assurance for its clients that their management system standards (quality, environment, food and health and safety) meet international standards. This gives their customers confidence that their business practices are at a world class level, and will meet any market demands for certified processes. Telarc is itself accredited by JAS-ANZ, thus giving global recognition for the certifications provided by Telarc.

- **Improving Service**

1. Telarc operates in a commercially competitive environment, and like similar commercial enterprises, Telarc's drive is to provide the best certification service to meet customer needs, while at the same time maintaining the requirements for accreditation.

- **Sector Growth**

1. During the period of this Statement of Intent (SOI), Health and Safety, and targeted Environmental and Food safety audits will remain a core focus.

## NZQC (Training)

- **Market positioning**

1. The Council's training division continues to be the leading New Zealand provider for accreditation and certification related training.

- **Developing New Training Programmes**

1. As new standards, regulations and criteria continue to be developed across all industry sectors, NZQC will develop new training courses to meet new demands.

## International

- **Facilitating Export Trade**

1. Work with MBIE on the role of accreditation within existing trade agreements (including World Trade Organisation (WTO) Technical Barriers to Trade), with trade agreements under negotiation (including Trans-Pacific Partnership (TPP) and Regional Comprehensive Economic Partnership (RCEP), and with new agreements that are developed.
2. Add value to businesses trading internationally in providing assistance with market access where issues arise involving acceptance of test and inspection reports.

## Council

- **Financial Sustainability**

1. The Council has operated in a totally user funded environment since 1988, and receives no Crown funding. While investments in new initiatives can be significant, the Council is building financial reserves to cover at least four months operational costs, to cover unexpected trading costs, to allow for investment in new accreditation areas, and to ensure ongoing financial viability. Thus, the Council is continually reviewing its accreditation programmes, numbers of accreditations, and investment in new accreditation programmes, to ensure financial viability is maintained. A critical part of this activity is ensuring that IANZ is fully financially viable in its own right.
2. Further details of performance measurement are in section 6.



Paul Connell  
Chairman  
April 2015



Susan Paterson  
Council Member  
April 2015

### 3. Nature and Scope of Operations

#### Nature of the Council

The Council is a user-funded, not for profit, autonomous Crown Entity operating under the Crown Entities Act 2004 and the Testing Laboratory Registration Act 1972, and is responsible to the Minister of Commerce and Consumer Affairs.

The Council consists of nine members: five (including the chair and deputy chair) appointed by the Minister and four by the Council itself. It is the governing board for the purposes of the Crown Entities Act. The composition of the Council is subject to change, with the pending Standards and Accreditation Bill. This will also change the name of the Council (to the Accreditation Council), which better reflects the scope of its functions.

The Council operates as IANZ for provision of accreditation services; as NZQC for all training activities; and as a separate company, Telarc, for certification services. Telarc is a Crown Entity Subsidiary under the Crown Entities Act 2004, and is registered under the Companies Act 1993. It is 75% owned by the Council and 25% owned by ASX listed SAI Global Limited (SAI Global). Telarc has its own Board of Directors and operates independently from IANZ.

#### Scope of Operations

IANZ accreditation is formal independent recognition of competence of the conformity assessment body (e.g. laboratory, inspection body, radiology practice, proficiency testing provider, reference materials producer) for a specific scope of activity. This accreditation provides assurance that the results of tests and safety inspections from laboratories and inspection bodies are accurate and can be relied upon. This assurance is based on a rigorous peer assessment of the effectiveness of the operations of such organisations against international and New Zealand standards.

IANZ is also the New Zealand monitoring authority for OECD Good Laboratory Practice (GLP) compliance, which ensures acceptance of safety testing data for veterinary medicines, agricultural chemicals, pharmaceuticals and other chemicals.

Assessments of clients are generally undertaken annually (some programmes once every two years), with a full technical assessment (including IANZ lead assessors and independent technical experts) every three to four years. Annual surveillance assessments are undertaken by an IANZ lead assessor, trained in the specific sector under review. Technical experts normally volunteer their time for IANZ assessments.

Telarc certification provides formal independent recognition of compliance with specific management system standards or product standards. Telarc is a leading New Zealand certification and standards compliance business, providing full services in quality, environmental, food safety, and health and safety management systems certification.

NZQC, a division of IANZ, is New Zealand's leading training provider for accreditation, certification, and other compliance services. Courses are offered in auditor training, standards compliance, and technical issues associated with accreditation and certification, such as a guide to uncertainty in measurement.

IANZ has also signed international arrangements with International Laboratory Accreditation Cooperation (ILAC) and Asia Pacific Laboratory Accreditation Cooperation (APLAC) that require overseas accreditation bodies to accept test and inspection reports from New Zealand accredited organisations on the same basis as if they were accredited in their own country.

#### Operating Standards

To ensure the quality of its services, and maintain its international and domestic credibility, the Council adheres to the following international standards:

## Accreditation Body Standard

To operate as an accreditation authority, IANZ complies with ISO/IEC 17011 *Conformity Assessment – General Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies*. In addition, it meets the requirements of ILAC, and Asia Pacific Laboratory Accreditation Cooperation (APLAC). IANZ is regularly evaluated by APLAC representatives to ensure continuing compliance. The last full evaluation was in March 2011 (no major non-conformities), and the next is scheduled for March 2015. IANZ also had an evaluation by an OECD evaluation team for the GLP compliance monitoring programme in 2013 (no non-conformities).

## Certification Body Standard

To operate as a certification body, Telarc complies with ISO/IEC 17021 *Conformity Assessment – Requirements for Bodies Providing Audit and Certification of Management Systems*. Annual assessment of Telarc against this standard is undertaken by the Trans-Tasman accreditation authority for certification bodies, JAS-ANZ. The last full assessment was in December 2014 (no major non-compliances), and the next is scheduled for December 2015.





## 4. Functions and Strategies

### Overview

The Council, trading as IANZ, is a world recognised accreditation provider, giving cost effective assurance of competence. Figure 1 sets out the Council's four key lines of business.

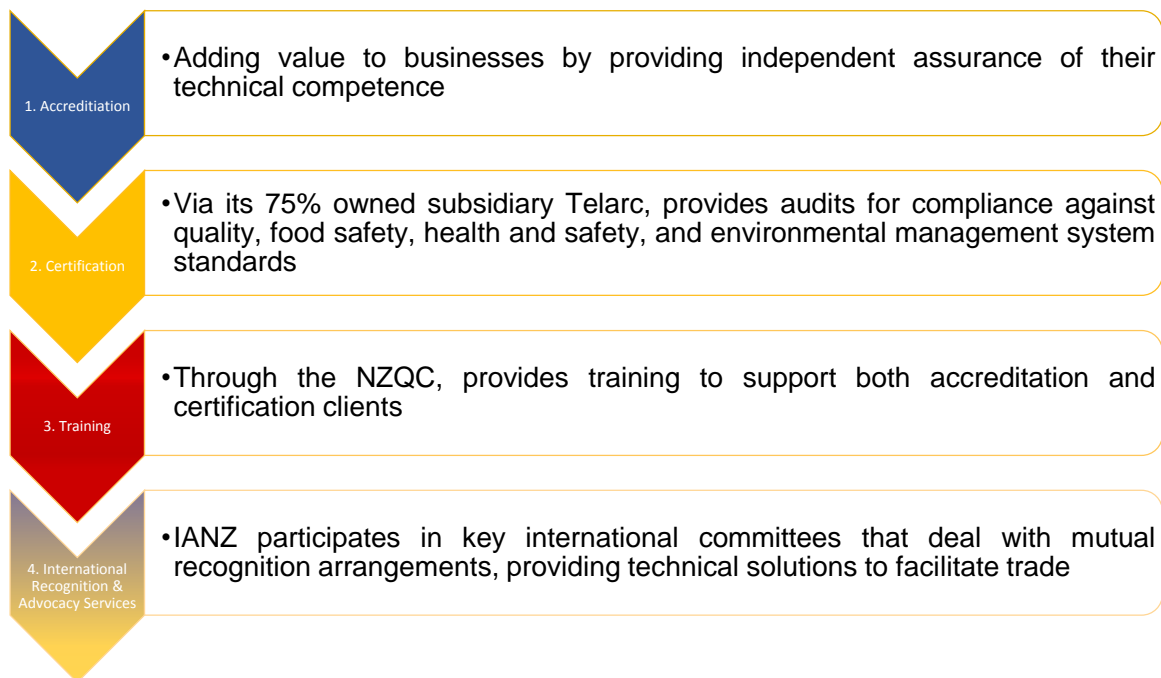


Figure 1: Council's four key lines of business

The overall operating environment for IANZ slowly improved over the last two years. This is particularly evident in the training market which saw a significant downturn in spending following the global financial crisis.

The main focus continues on areas of the domestic economy, especially new areas providing assurance of compliance, where IANZ monitoring can add greater value for both clients and taxpayers. A number of new initiatives are also underway in conjunction with IANZ's peer body in Australia, the National Association of Testing Authorities (NATA). These will ensure delivery of equivalent accreditations in both Australia and New Zealand for common trans-Tasman programmes, enabling exporters to access the Australian market with certainty and low compliance costs.

### Factors Affecting Functions and Strategies

#### 1. Accreditation

In this mature market, only limited growth is expected in testing and calibration laboratory accreditation. This is mainly through greater penetration of the laboratory customer base, with current clients seeking accreditation for a greater range of testing activity. A greater uptake from radiology practices is also forecast in recognition of the value of IANZ accreditation. IANZ is also now providing solutions for regulators in risk mitigation through IANZ assessments of compliance. The major opportunities for step change in the delivery of IANZ services occur when market or legislative needs drive a requirement for new accreditation/certification programmes. These are as follows:

#### Food Safety Inspection Programme

The start-up for the planned accreditation of MPI – approved auditors of Food Safety Plans involving IANZ inspection body accreditation is still unclear and it is likely to be 2016 at the earliest before assessments begin. Until regulations are gazetted, a start date for this activity is unknown.



## NSU Breast Screening

IANZ completed the second review of all breast screening and colposcopy providers, in the 2012/2013 year, under contract to the National Screening Unit (NSU) of the Ministry of Health (MoH). A new Request for Proposal (RFP) to assess the competence of Breast Screening providers on behalf of the MoH is expected to be published during the 2015-16 year.

## New Health Services

A growing area of activity in the medical arena is patient testing outside of medical laboratories. To ensure the accuracy and reliability of such testing, IANZ is developing a programme for point of care testing (medical blood tests outside a laboratory, for e.g. at a patient's bedside or inside a pharmacy). This will require a new standard (criteria) to be developed, and IANZ is expected to complete this during the 2015-16 year. A new programme to look at diagnostic near patient testing (e.g. vascular and respiratory testing by physicians) is also under development and criteria are being developed in conjunction with overseas accreditation bodies.

## 2. Certification (through Telarc)

Telarc operates in a very competitive environment where it competes with several international and local certification bodies. It has expanded its product offerings to existing customers whilst still successfully generating new customers for all of its programmes. Of particular note has been the ability to now offer accredited health and safety management system programmes to its clients. Another key achievement has been the accreditation of Telarc to provide the China Compulsory Certificate (CCC) mark audits. This accreditation supports the New Zealand China Free Trade Agreement. The number of certifications in all areas continues to grow; steady growth is expected in the 2015-2019 period.

While ISO 9001 certifications are increasing globally, mature markets such as New Zealand are experiencing either no or minimal growth. The growing emphasis on environmental sustainability has stimulated interest in the ISO 14001 environmental management systems certification as well as second party environmental audits. Telarc also carries out audits to ISO 9001 and ISO 14001 on behalf of SAI Global for its New Zealand-based clients. Entry into the food safety market with the acquisition of Verification New Zealand (VNZ) continues to be an area for growth, supported by agreements with SAI Global. Significant opportunity exists in these sectors.

Occupational health and safety has also been identified as an area for growth. With recent media attention in this area, coupled with the launch of WorkSafe New Zealand, and changes to the health and safety and adventure activities regulations, Telarc is positioned well to provide third party health and safety audits. Telarc stands firm in its mission statement of helping organisations to be sustainable by managing risk, achieving compliance and enabling business improvement. To improve overall performance, Telarc will:

- Develop a sales culture to maximise the conversion of leads into certification, and focus on improved communication with customers to minimise losses.
- Gradually add new programmes, primarily those that are shown to be successful at SAI Global.
- Act on opportunities in Environmental, Food Safety and Occupational Health and Safety.

## 3. Training (via NZQC)

The lift in both public and in-house course attendance reflects a lift in economic activity. While the number of certifications to ISO standards has levelled off over the past decade, revised standards have given NZQC opportunities to revisit competencies within the client base. NZQC also has a role in assisting various local and central government agencies in the understanding and implementation of management system standards, and the regulatory frameworks that may be associated therewith.

Accreditation courses, particularly for inspection body accreditation, and other courses for auditing skills (environmental, food safety and quality systems auditing) will grow as new programmes come on stream over the next three years. The opportunity for organisations to integrate the non-technical aspects of their processes provides NZQC with the opportunity to run workshops with both commercial and non-commercial organisations. The revision of ISO9001 (2015) will assist in this.

## 4. International Recognition

Testing and inspection certificates from IANZ accredited organisations are recognised in over 75 countries through the ILAC Mutual Recognition Arrangement (MRA), and other agreements. The effect of this MRA is that products exported from New Zealand are able to go directly onto the market in overseas countries without further testing or inspection. IANZ continues to work with ILAC to grow the number of countries whose accreditation bodies are signatories to the MRA, and to achieve greater recognition of accreditation by regulators in major markets. A key challenge will be working with New Zealand trade officials addressing issues for the implementation of the TPP trade agreements. IANZ accreditation of laboratories and inspection bodies provides the rigour and assurance that overseas regulators require, enabling direct market access for products exported from New Zealand.

To achieve the Government's export growth targets, it is essential that products from New Zealand continue to be able to be placed directly on the market, and that this facilitation mechanism is used more, either by regulators in overseas countries moving to use accreditation and the ILAC MRA, or through new government to government Free Trade Agreements (FTA) with New Zealand.

Many countries now require imported products from New Zealand to be tested or inspected by laboratories or inspection bodies accredited by IANZ. In some cases, such as for meat and dairy products, the requirement for testing in accredited laboratories is a New Zealand regulatory requirement, negotiated as part of the trade access requirement for other countries. If such products are not tested (and meet the importing country's requirements), they must be tested in the overseas country, prior to being placed on the market. Such additional cost and delays mean that many products would not be able to be exported.

IANZ is further developing relationships with overseas accreditation authorities, to better facilitate trade issues (involving testing), and to be able to deal more proactively with any issues of technical concern. New arrangements have recently been signed, aimed at further enhancing trade with China, and Chinese Taipei.

In addition to significant involvement (at both technical and policy levels) with APLAC, ILAC and the Organisation for Economic Co-operation and Development (OECD) Good Laboratory Practice (GLP) panel, IANZ will also give support to Ministry of Foreign Affairs and Trade (MFAT), and MBIE in assisting with trade negotiations. IANZ continues to assist with specific issues involving technical barriers to trade, with particular focus on opportunities in the USA, Japan and China. The Council will increase the recognition of IANZ accreditation by regulators in our overseas major trading partners with the targeted introduction of one new regulator of a major trading partner using accreditation during the 2015-16 year.

Independence is a critical requirement under the international standard that applies to all accreditation authorities and IANZ is regularly evaluated by an international team to ensure that it meets both this standard, and a number of other technical requirements set by ILAC. IANZ is a full member of ILAC, and its regional sub-group APLAC, and participates actively in the technical meetings of both groups. During the 2012 ILAC General Assembly, IANZ was one of the inaugural signatories for the new Global MRA for accreditation of inspection bodies. In 2015, IANZ was re-evaluated by an APLAC team for continued membership of the MRA, and extension of coverage accreditation of Professional Testing Providers and Reference Material Producers. IANZ is also the New Zealand compliance monitoring authority for the OECD Principles of GLP, and underwent a full evaluation in late 2013. There were no non-conformities arising from this evaluation.

While it is difficult to predict the timing for introduction of new accreditation programmes that are mandated by legislation, or other regulatory drivers, IANZ continues to work with the relevant agencies in the development of new accreditation programmes.

In addition to food safety and point of care testing outlined above, IANZ is also developing accreditation programmes for test certifiers, and for near patient diagnostic testing. These programmes are expected to be introduced progressively over the next three to five years.

## 5. IANZ's Contribution

IANZ's activities contribute to the achievement of Government's priorities as detailed below.

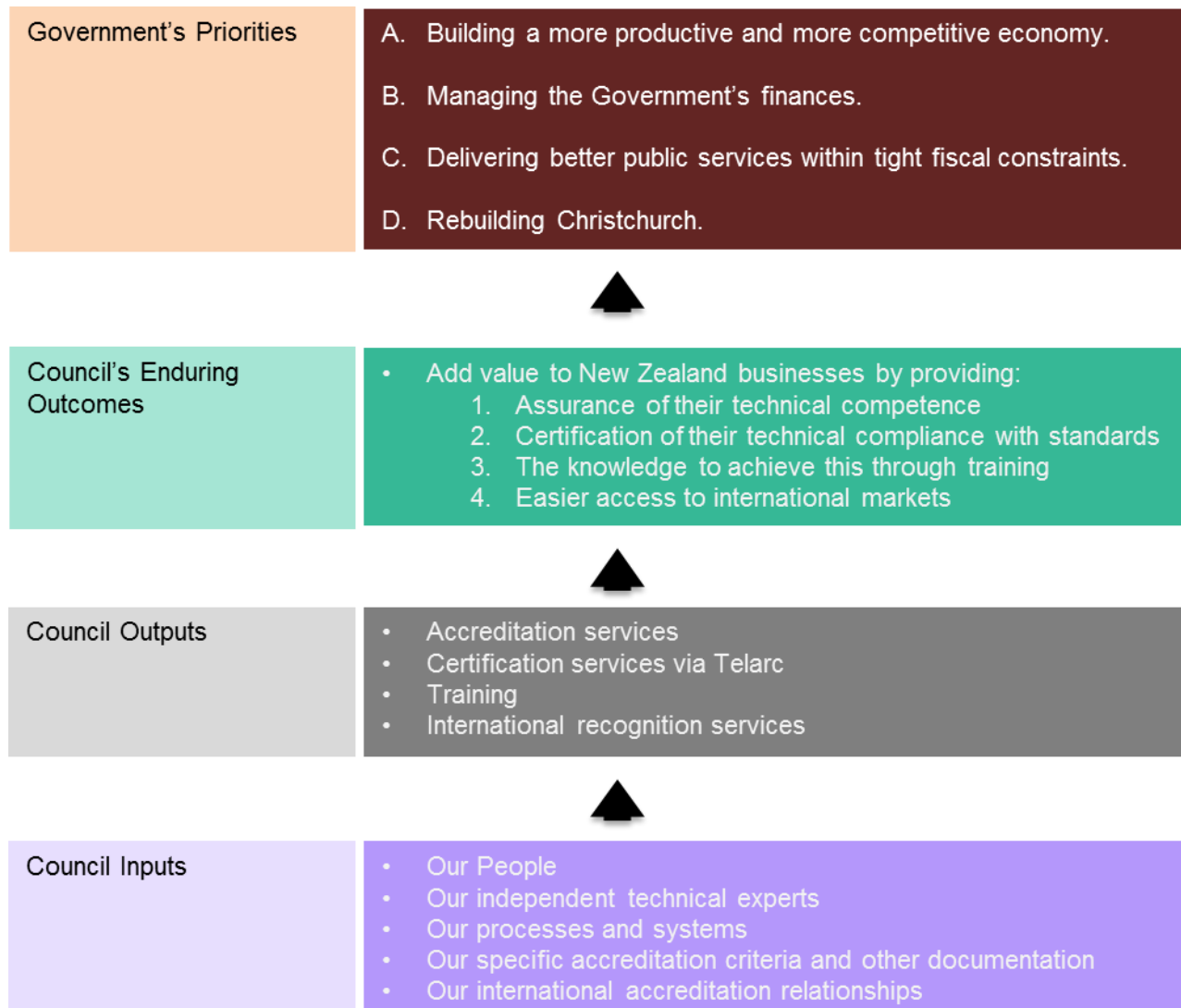


Figure 2: IANZ's Contribution

## Strategic Goals and Milestones

This section presents how Council intends to perform its functions and conduct its operations in order to achieve its key outputs in the period 2015-2019. Strategic goals with specific measures have been developed to quantify the key outputs as follow

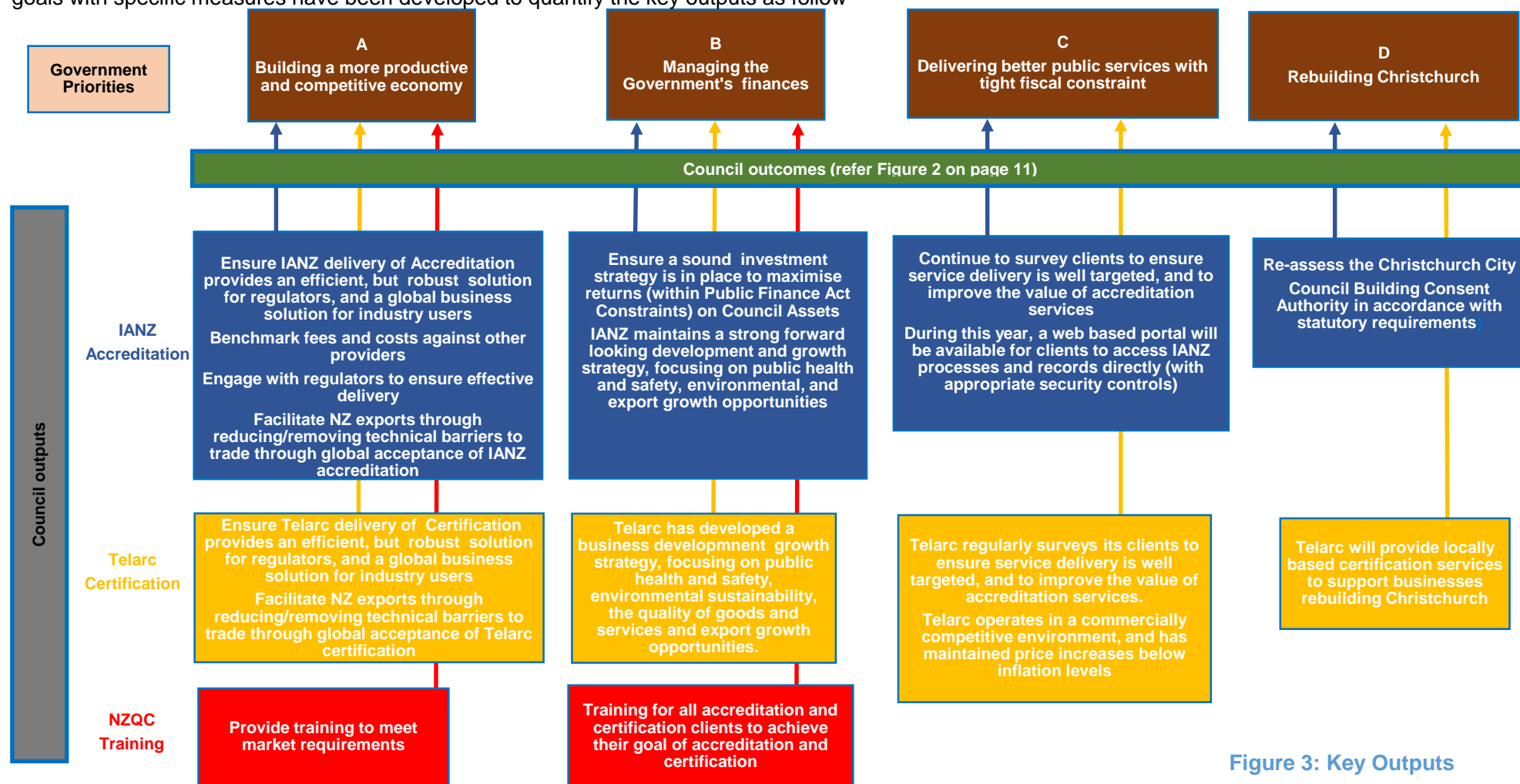


Figure 3: Key Outputs

## 6. Measuring Performance

Detailed performance measures for 2015/2016 are set out in the Statement of Performance Expectations (SPE).

- **IANZ - Adding value to NZ business by providing assurance of their technical competence including through compliance with standards**

### Deliverables:

- Develop accreditation programmes to provide recognition of competence in all cases required by regulators.
- IANZ will work with regulators in the development of new accreditation programmes to ensure they meet regulatory requirements as well as achieving ILAC requirements for independent recognition of competence.
- Develop and provide new accreditation programmes for near patient testing and food safety inspection in accordance with specific requirements.
- Provide a web based client access portal.
- Maintain ongoing financial viability.

### Milestones

- For one New Zealand regulator to be using accreditation in a new sector by 2017.
- For a point of care accreditation programme, and one accreditation programme for near patient testing to be developed by 2016.

- **Telarc - Adding value to NZ business by providing certification of their technical compliance with standards**

### Deliverables

- Growth in the number of certified clients.
- To maintain auditor productivity.
- To ensure we can audit new customers in an efficient manner.
- To achieve customer satisfaction at the CEO and Management Representative levels.
- Reduction in avoidable annual registration losses.

### Milestones

- Improve the Telarc brand through better market positioning and an improved service delivery focused on value added auditing in all sectors.
- Grow the number of health and safety and food safety certificates.

- **NZQC - Adding value to NZ business by providing the knowledge to achieve this through training**

### Deliverables

- NZQC is working with IANZ Programme Managers to develop revised training courses as new/revised Standards become available.

### Milestones

- The enduring target is two new/revised courses per year.

- **International - Adding value to NZ business by providing international recognition**

**Deliverables:**

- **To provide an accreditation service that meets all new Overseas Market Access Requirements**
  - To ensure IANZ accreditation meets the needs of MPI, MBIE, and other regulators involved in export markets, IANZ will continue to apply trade specific criteria. This will include assessment of new test methods, as notified by regulators, to confirm the ability of New Zealand to meet overseas market access requirements.
- **To provide an accreditation programme that facilitates Technical Innovation**
  - To increase exports, there needs to be growth in innovative product development. IANZ provides accreditation to laboratories in all product sectors, to ensure that testing of new products is valid and able to be internationally recognised. IANZ also works proactively with clients to enable new testing methodology to be accredited, and again accepted on global markets. New innovative products can then be placed directly into overseas markets.
- **To grow the use of accreditation by Regulators and Specifiers**
  - To gain the maximum benefit from IANZ accreditation, it is essential that test results from New Zealand laboratories are accepted directly in overseas markets. IANZ works with New Zealand trade negotiators (MFAT and MBIE) to endeavour to have mutual recognition of conformity assessment systems as part of new trade agreements, and to grow the recognition in existing agreements (e.g. China and the European Union). IANZ will provide continual support for all trade agreements currently under negotiation.
  - In addition, IANZ works with ILAC to grow the international use of accreditation by regulators. A recent success was the decision by the United States Consumer Products Safety Commission to recognise accreditation under the ILAC MRA for the testing of lead paint on children's toys. During the coming year, IANZ's target is to achieve new recognition by at least one regulator in one of our major trading partners. IANZ is also working with ILAC to increase the number of countries whose accreditation authorities are signatories to the ILAC MRA. With over 75 countries now receiving IANZ accreditation our target is to grow this number during the coming year.
- **To maintain full membership and signatory status of the ILAC MRA**

**Milestones:**

- For at least two new regulators in New Zealand's major trading partners' jurisdiction to use the ILAC MRA as the basis of regulatory approvals by 2017, thus, benefitting New Zealand trade. It was pleasing to see the United States Department of Homeland Security endorsing IANZ accreditation in late 2013, and the move by the USA FDA to use laboratory accreditation for food testing laboratories during 2014.
- For at least one New Government trade agreement, or extension (into new product categories) to an existing trade agreement, to be under negotiation by 2016, using accreditation of conformity assessment as the basis of acceptance.



## 7. Organisational Health and Capability

### Quality Improvement

Inherent in the operating standards adhered to by IANZ and Telarc (see Appendix 1) is the implementation of sound quality management practices based on ISO 9001. To ensure full compliance is maintained, six-monthly internal assessments are conducted. Any corrective actions required will be addressed and remedied prior to the next assessment.

### Assurance of Performance

The Baldrige Criteria for business excellence have been adopted by IANZ to help improve operational performance. A target of 500 (silver status) was set for 30 June 2011 and achieved. A long term target of 700 (gold award) in the Business Excellence programme by 2018 has been set. This will cover all aspects of the operation (leadership, strategy, systems, customer satisfaction and staff).

Adherence to the Baldrige Criteria allows the Council to develop and maintain a high level of excellence in the workplace.

### Health and Safety

The Council regards the health and safety of all its employees of paramount importance. Comprehensive policies have been implemented to ensure workplace safety. These policies are annually reviewed by Council, and audited externally to show compliance with the Institute of Directors (IOD)/MBIE guidelines for a safe workplace.

### Employer of Choice

Following sound human resource management principles and using the core values embedded in the Baldrige Criteria to monitor progress, the Council aims to be an employer of choice. A low staff turnover goal of seven per cent or under per year is set as the Council's target.

### Equal Employment Opportunities

Sound employment policies are in place to ensure all staff and job applicants are treated equally. Equal numbers of males and females are currently employed. Half the Council staff are New Zealand pakeha with the remainder a mix of European, Maori, Pacific Island and Asian descent. Full job descriptions are provided for each position with key performance indicators set each year in conjunction with managers. Formal performance reviews are conducted annually, with informal assessments at six months. These ensure there is no discrimination in the appointment process, nor in the workplace.

### Staffing

Recruiting suitably qualified people for training as IANZ accreditation assessors remains difficult. Current staff numbers are adequate to meet requirements and the steady incremental growth expected for 2015-2016. The increase in staff numbers during the 2013/14 year is a result of Telarc acquiring the VNZ system certification business. Longer term, however, recruitment may be necessary with the activation of new programmes currently under development. Telarc also employs a number of contract auditors and has scope for growth in environmental management systems certification. These are not included in FTE staff numbers.

The Council also aims to continue its unblemished record of zero complaints of discrimination and/or unethical behaviour, and zero major injuries to staff. Since the accreditation training process takes a minimum of six months, loss of any key staff creates significant management issues. Nevertheless, the Council's staff retention targets continue to be achieved, assisted by annual salary benchmarking with similar professions and organisations.



**Figure 3: Staff numbers (FTE's) at 30 June**

	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
IANZ	42	43	44	46	46
Telarc	23	25	33	36	37
<b>TOTAL</b>	<b>65</b>	<b>68</b>	<b>77</b>	<b>82</b>	<b>83</b>

### Staff Improvement

A learning and development programme ensures all staff members have the skills required to perform their roles. New appointees are inducted into all aspects of the organisation and comprehensive training is given in accreditation and certification processes. Any opportunities for improvement in quality are implemented on an on-going basis.

### Technical Support

IANZ relies on a sizeable team of technical experts from industry, universities, government agencies, etc. to complete the accreditation process. Many are volunteers, allowing IANZ to offer accreditation at a far lower cost than similar bodies overseas. In addition, technical standards are set by highly qualified Professional Advisory Committees for each of seven accreditation technical areas<sup>1</sup> to ensure robust outcomes. Such skilled on-going technical support is vital to achieving sound accreditation in New Zealand.

### Accommodation and Administration

Separate rental accommodation is maintained by IANZ and Telarc. Shared common administration facilities for information technology and finance are provided by IANZ, with Telarc paying an annual fee.

### Physical Assets

The IT infrastructure has been further upgraded with a continued focus on enhanced performance, efficiencies and risk mitigation in terms of disaster recovery. Active participation is undertaken in the government procurement programmes for computers and other services.

<sup>1</sup> Chemical, Biological, and Dairy Testing Laboratories,  
Calibration Laboratories,  
Mechanical, Applied Physics, Electrical Testing Laboratories,  
Medical Testing Laboratories,  
Radiology Practices,  
Inspection Bodies,  
Building Consent Authorities.

## 8. Consultation and Reporting

The financial and organisational performance of the Council is reported annually to Parliament.

An annual Letter of Expectations from the Minister of Commerce and Consumer Affairs to the Council identifies relationship expectations and reporting requirements. It also acknowledges the required independence of the Council in carrying out its accreditation and certification functions. The Council also reports all outcomes included in this SOI as part of its requirements under the Crown Entities Act.

MBIE receives a quarterly analysis and performance overview. Comment on other significant issues is included where necessary.

The Council also regularly communicates on all on-going operations with the monitoring MBIE.

The Council would consult the Minister of Commerce and Consumer Affairs before making any significant change to its business units or structure.



## 9. Council Members and Management

### Testing Laboratory Registration Council

Paul Connell (Chair)	Company Director, Wellington
Dr John Hay	Company Director, Wellington
Dr Campbell Kyle	Clinical Pathologist, Auckland
Elizabeth Hopkins	Company Director, Christchurch
Susan Paterson	Company Director, Auckland
Howard Duff	Management Consultant, Wellington
Lindsey Lawton	Company Director, Auckland
John Boshier	Company Director, Wellington
(1 vacancy)	

### IANZ Management

Dr Llewellyn Richards	Chief Executive
Marc Ferguson	Commercial Manager
Philip Barnes	General Manager – Accreditation Services
Dr Greg Williams	General Manager – NZQC

### Telarc Board

David Bone (Chair)	Company Director, Auckland
Dr Richard Janes	Company Director, Wellington
Paul Connell	Company Director, Auckland
Geoff Richardson	Chief Financial Officer, SAI Global

### Telarc Management

Philip Cryer	Chief Executive
Dr Andrew Shaw	General Manager - Assurance

## Appendix 1

### Accreditation and Certification Standards

#### IANZ Accreditation

Sector programme	Standard	Title
Laboratory, testing and calibration	NZS ISO/IEC 17025	General requirements for the competence of testing and calibration laboratories
Laboratory, medical testing	NZS ISO 15189	Medical laboratories - particular requirements for quality and competence
Inspection body	AS/NZS ISO/IEC 17020	Requirements for inspection body accreditation in New Zealand
Radiology service	New Zealand Code of Radiology Management Practice	Radiology services – particular requirements for quality and competence
Good Laboratory Practice Compliant test facility	The OECD Principles of Good Laboratory Practice	
Proficiency Testing Provider	ISO/IEC 17043	Conformity assessment – general requirements for proficiency testing
Reference Material Producer	ISO Guide 34	General requirements for the competence of reference material producers
Building Consent Authorities	Building (Accreditation of Building Consent Authorities) Regulations 2006	

## Telarc Certification

Sector programme	Standard	Title
Quality management	ISO 9001	Quality management systems requirements
	Telarc Q-Base Code	
Environmental management	ISO 14001	Environmental management systems - requirements with guidance for use
	FSC	Forestry Stewardship Council Standard
Health and safety management	AS/NZS 4801	Occupational health and safety management systems – specifications with guidance for use
	BS OHSAS	Occupational Health and Safety Management
	NZS 7901	Public Safety systems for Electricity and Gas suppliers
	Safety Audit Standard for Adventure Activities	Requirements for safety audit of operators
Integrated management	Telarc Q-Safe Code	Integrated quality and health and safety management systems for small to medium sized enterprises
Roading	TQS1	New Zealand Transport Agency
	QEST	New Zealand Contractors Federation integrated management system
Food safety	HACCP	MPI approved food safety programme (FSP) (Certification provided via MPI)
	BRC	British Retail Consortium (Certification provided via SAI Global)
	WQA	Woolworths Quality Assurance (Certification provided via SAI Global)

Sector programme	Standard	Title
	WSMP	MPI Wine Standard Management Plans (Certification provided via MPI)
	ISO 22000	Requirement for Food Safety Management Systems (Certification provided via SAI Global)

## **Offices**

### **Testing Laboratory Registration Council**

**See International Accreditation New Zealand**

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