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## Regulation 17: Assuring quality

### Minimum criteria for accreditation against regulation 17

#### Regulation 17(1) and 17(2)(a): A quality assurance system that covers management and operations

[ ]  The BCA’s quality assurance system covers its management and operation, including the performance of its building control functions

#### Notes: Click here to enter text.

#### Regulation 17(2)(b): A policy on quality

[ ]  The BCA has a policy on quality

The BCA’s policy on quality includes its:

[ ]  quality objectives

[ ]  expected standards for the performance of its building control functions

[ ]  quality performance indicators, at a high level

[ ]  commitment to continuous improvement

#### Notes: Click here to enter text.

#### Regulation 17(2)(c): Ensuring operation within any scope of accreditation

Where a BCA has a limited scope of accreditation, it specifically monitors its implementation of:

[ ]  regulation 7(2)(a) and the provision of information to customers about how to apply for a building consent

[ ]  regulation 7(2)(c) and process for receiving applications to ensure that only those within its scope of accreditation are accepted for processing

#### Notes: Click here to enter text.

#### Regulation 17(2)(d): Management reporting and review

[ ]  The BCA undertakes management reporting against its quality policy

The BCA’s management reporting systems states the:

[ ]  frequency of required management reports

[ ]  form required of the management reports, at a high level

Notes: Click here to enter text.

#### Regulation 17(2)(e): Supporting continuous improvement in the BCA’s performance

The BCA:

[ ]  accepts and considers feedback from customers, employees and contractors

[ ]  identifies issues and opportunities within its policies, procedures and systems

[ ]  responds to issues identified in its performance of building control functions

[ ]  responds to any non-compliances identified with accreditation requirements in an assessment

[ ]  assesses the seriousness of an issue or non-compliance

[ ]  decides if any action might be taken to address issues or improve a policy, procedure or system

[ ]  agrees on action necessary to address non-compliance with accreditation requirements

[ ]  plans for, and implements any agreed action

[ ]  monitors and evaluates any action implemented

#### Notes: Click here to enter text.

#### Regulation 17(2)(h): Annual audits

The BCA’s annual audit of its building control functions as defined in regulation 3 include:

[ ]  an audit schedule that covers each function being audited every 12 months

[ ]  a defined scope and criteria for each audit

[ ]  a detailed audit process, including guidance on audit sample sizes

[ ]  a framework for classifying non-compliance

[ ]  the submission of an audit report to the BCA’s quality manager and responsible manager

[ ]  the taking of action (within a defined time) to address adverse findings

[ ]  the recording of evidence of audits and actions taken.

#### Notes: Click here to enter text.

#### Regulation 17(2)(i): Identifying and managing conflicts of interest

The BCA has:

[ ]  a defined a conflict of interest and provided guidance on the definition

[ ]  declarations of perceived, potential or actual conflicts of interest its employees and contractors

[ ]  managed any actual conflicts of interest

#### Notes: Click here to enter text.

#### Regulation 17(2)(j): Communicating with internal and external persons

The BCA:

[ ]  identifies matters that should be communicated to internal and external parties

[ ]  decides to whom matters should be communicated

[ ]  decides on the communication approach

[ ]  ensures communications are approved by an appropriate person

[ ]  ensures agreed communications are made

[ ]  records decisions made and their outcomes

#### Notes: Click here to enter text.

#### Regulation 17(3): A quality manager

[ ]  The BCA has a quality manager (however named)

#### Notes: Click here to enter text.

#### Regulation 17(3A): Complaints about building practitioners

The BCA’s has procedures and processes for:

[ ]  employees or contractors to report concerns with building practitioners

[ ]  recording concerns raised about practitioners

[ ]  recording evidence to support concerns (or reference to where evidence is stored)

[ ]  evaluating the seriousness of the concerns

[ ]  determining whether or not to make a complaint

[ ]  the steps to be taken after making a decision to complain

#### Notes: Click here to enter text.

#### Regulation 17(4): Compliance with a quality assurance system

The BCA communicates about its quality assurance system to all employees and contractors who are using its policies, procedures and systems:

[ ]  at induction

[ ]  as part of any training in their use of a policy, procedure or system

[ ]  where required as a result of any management review or audit under regulations 17(2)(d), (h) or (5)

[ ]  where required as a result of any continuous improvement process under regulation 17(2)(e)

 Note- these items may be covered within other specific policies, procedures and system

[ ]  The BCA ensures that contractors performing building control functions using their own policies, procedures and systems comply with a quality assurance system

#### Notes: Click here to enter text.

#### Regulation 17(5): Review of the quality assurance system

The BCA’s responsible manager, annually or more frequently, considers the appropriateness and effectiveness of:

[ ]  its policy on quality

[ ]  management reporting on quality processes, internal audits and continuous improvement

[ ]  employee and contractor engagement with the quality assurance system

[ ]  employee and contractor engagement with the continuous improvement system

[ ]  the management of conflicts of interest (refer Reg 17(2)(i))

[ ]  any communication related to quality assurance system matters (refer Reg 17(2)(j))

[ ]  its process to review and make changes in its quality assurance system (refer Reg17(5))

#### Notes: Click here to enter text.

[Regulation 17 regulatory guidance](https://www.building.govt.nz/building-officials/bca-accreditation/detailed-regulatory-guidance/17-assuring-quality/) provides further information.

#### Of note:

A BCA can comply with regulations 17(1), (2), (3) and (5) if it or its parent organisation is currently certified under *AS/NZS ISO 9001:2016 Quality management systems – Requirements* (ISO 9001:2016 certification) and its certified quality management system covers the management and operation of the BCA.

A BCA or parent organisation with ISO 9001:2016 certification must still meet the requirements of regulations 17(3) and 17(3A).

A BCA may meet the requirement to undertake an annual audit by engaging Audit New Zealand, a licensed auditor or registered audit firm with appropriate skills and experience to undertake an audit on its behalf.

**Evidence of Policy/Procedure/System being completely and effectively implemented**

***Notes:******Click here to enter text.***