



ACENZ POLICY ON QUALITY MANAGEMENT WITHIN MEMBER FIRMS

1 PURPOSE

The purpose of this Practice Note is:

- To provide a record of the Policy Statement on Quality Management as adopted by the Members of ACENZ;
- To establish a method of record-keeping so that ACENZ can report that the Policy is being implemented effectively;
- To describe ACENZ's role in supporting this Policy; and
- To provide information which supports ACENZ's commitment to quality in the wider market in which Members operate.

2 ACENZ POLICY STATEMENT ON QUALITY

This Policy is based on the FIDIC Policy Statement on Quality Management, which states that:

“Member firms must have a commitment to excellence through the implementation of a Quality Management System involving all levels of management and every employee, focusing on continuous improvement.”

The Policy goes on to identify three ways that Member Associations should assist:

- a) Provision of guides, training and general support;
- b) Following the requirements of ISO 9001;
- c) Evaluation of systems in line with international standards of auditing.

ACENZ believe the practice of Quality Management by its Members is vital to the profession's continued success and advancement. Embracing the concepts of Quality Management differentiates ACENZ's service and helps Members meet the challenges of an increasingly competitive market. It also helps Members to maintain the high standard of professionalism they espouse, improve liability and risk management, and lead to efficient and effective cost management.

Quality Management extends throughout an organisation's entire operation. The emphasis on customer satisfaction and on continuous improvement through involvement of all employees, is essential for a successful organisation. In addition, comprehensive documented procedures support the member firm's goals to:

- Cost effectively meet client requirements;
- Provide consistently high standards of service;
- Develop appropriate solutions for clients resulting in good value.

ACENZ recognises that implementing a Quality Management system is excessive for Sole Practices. Nevertheless, it draws attention to the principles involved and the benefits of having basic systems in place so that all jobs are auditable should the need arise.

To reflect the importance of Quality Management, ACENZ has developed a policy statement to assist all Members in the pursuit of their commitment to quality.

2.1 Policy On Quality Management: For Sole Practices

ACENZ strongly recommends that:

- ACENZ Members have a commitment to excellence that involves all levels of the organisation and focuses on continuous improvement;
- ACENZ Members establish and adhere to good business management practices such that any job is auditable. This may take the form of a written Quality Management statement;
- ACENZ Members prepare a written contract for all jobs, consistent with the terms of their PI Insurance.

ACENZ applicants are informed of this policy at the time of their membership interview. They are advised that it forms part of the terms of membership for all members.

2.2 Policy on Quality Management: For All Other Member Firms

ACENZ strongly recommends that:

- ACENZ Members have a commitment to excellence including the implementation of a Quality Management System that involves all levels of the organisation and focuses on continuous improvement;
- ACENZ Members develop and maintain a Quality Management System, appropriate to their needs, based on the principles of ISO (9001); as outlined in Practice Note B33;
- ACENZ Members prepare a written contract for all jobs, consistent with the terms of their PI Insurance. Standard form contracts are available on ACENZ's website at www.acenz.org.nz;
- ACENZ members submit signed statements on a 3 yearly interval confirming their commitment to the principals of Quality Management
- Applicants for ACENZ membership are made aware of this requirement at the time of their membership interview. New members submit evidence that their consulting practice has made a commitment to quality and has developed, or is in the process of developing, a Quality Management System appropriate to the practice, that complies with the above.

In support of this policy, ACENZ will:

- Provide guidance to assist Members in developing and maintaining Quality Management Systems;
- Provide standard contracts for members' use that are compatible with current legislative and insurance practice;
- Keep records on the status of Quality Management Systems within the membership.

3 MEMBERSHIP REQUIREMENTS

In response to the Policy Statement on Quality Management, Members provide the following information to ACENZ upon joining the Association, and then at three-yearly intervals following the anniversary date:

Sole Practitioners

- a) A signed statement that the firm understands the objective of the ACENZ Quality Management Policy and operates auditable procedures that includes preparing a contract for each job;

All Other ACENZ firms

- b) A signed statement that the firm has a Quality Management System that complies with the ACENZ Policy above; or
- c) A statement that the firm understands the objective of the ACENZ Quality Management Policy and operates auditable procedures that includes preparing a contract for each job **and** intends implementing a Quality Management System within three years of joining ACENZ.

4 ACENZ ROLE

ACENZ's principal role is to inform the industry and major client groups that it is a policy of ACENZ to encourage Members to develop Quality Management systems based on ISO 9001.

This forms a valuable element of ACENZ membership and members should be proud to uphold it.

ACENZ will also play a role in the enhancement of Quality Management within the consultancy firms and particularly with the smaller companies. The tasks ACENZ will undertake include:

- Dissemination of ACENZ Practice Note on Preparing a Quality Management System (B33);
- Dissemination of Quality Management information including guidelines produced by FIDIC and other associations;
- Continuance of Quality Management as a high priority item;
- Maintenance of records on the status of Quality Management within ACENZ membership;
- Advise to members on seminars and training packages available in the marketplace.



STATUS OF QUALITY

RETURN TO:
 ACENZ
 PO Box 10 247, Wellington
 Fax 04 473 3814
 Email service@acenz.org.nz

Date

Member			
Quality Manager			
Address			
Phone		Fax	

- a) We have the following Recognised, and Audited Quality Management Standard in operation in all of our offices:

Quality Standard	NZS9001 (ISO 9001)
	Other (Please Specify):

A copy of the Quality Policy Statement is attached.

OR

- b) We have a Quality Management System that complies with the ACENZ Policy and Practice Note B33 in operation in all of our offices:

Our System is reviewed internally on an annual basis.

A copy of the Quality Policy Statement is attached.

OR

- c) We do not have a Quality Management System that complies with the ACENZ Policy at present, but undertake to implement one within the next three years and to maintain the system in agreement with the ACENZ Policy.

[Please complete details on (a) or tick appropriate boxes on (b) or (c)]

Signed by:	
Name:	
Date:	

