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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 assurance 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 assurance manager

The BCA has a quality assurance 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.***