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The NZ mark of competence  
Tohu Matatau Aotearoa

## October Update



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Kia ora koutou,

Each year on 14 October we applaud the efforts of thousands of experts who create voluntary standards, within standards development organisations, when we celebrate International Standards Day.

The aim of the day is to raise awareness among regulators, industry and consumers as to the importance of standardisation to the global economy. 14 October was specifically chosen to mark the date, as on that day in 1946 delegates from 25 countries first gathered in London and created an international organisation focused on facilitating standardisation. Even though ISO was formed one year later, it wasn't until 1970 that the first International Standards Day was celebrated.

The theme of International Standards Day 2020 is 'protecting the planet with standards'. The last century has seen human and large-scale industrial activities have a significant impact on the earth's natural greenhouse gases, the climate and life on Earth.

International standards are a tool that can help to reduce human impact on our planet, so while we continue to support our clients to play their part when it comes to environmental impact, why not take a few minutes this month to think about how you might be able to make a change yourself. Just one small step in the right direction can lead to a better future for generations to come.

Team IANZ



## **RANZCR release Standards of Artificial Intelligence**

The development and application of automation and artificial intelligence within medicine and healthcare in general has been a significant topic of interest in recent years. The recent release of the world-leading Artificial Intelligence Standards of Practice by the Royal Australian and New Zealand College of Radiologists (RANZCR) has once again reinforced Australia and New Zealand's leading charge within this field.

RANZCR President, and PAC Member for Medical Imaging Services within IANZ, Dr Lance Lawler, describes these standards as "world leading, building on our ethical principles and provide doctors, AI-developers and healthcare organisations with clear guidelines to deploy machine learning systems and AI tools ensuring patient safety."

Healthcare information management systems form a vital aspect of the IANZ assessment, ensuring the integrity of patient information is maintained and patient privacy adhered to. Implementation of ML and AI practices will require robust information management systems to ensure providers and patients are acutely aware of how their information is being managed and used within the patient journey.

These new standards will be incorporated into discussions with providers throughout IANZ assessments to ensure services have considered and/or implemented the standards appropriately. As technology grows, it's exciting to see applications within this area and how this will likely affect patient care moving forward. The outcomes could be extraordinary.



## **Meet the team: Shiva Sami**

### **Lead Assessor - Healthcare Programmes**

Staff retention is something we do well here within Team IANZ, and Shiva Sami, an important team member within the Healthcare Programmes is a good example. We sat down with Shiva recently to ask him some questions about his time at IANZ as he celebrates 14 years at IANZ.

#### ***Shiva, what is your official job title?***

Lead Assessor – Healthcare Programmes. This means I work across both the Radiology and Medical Laboratory Programmes, specifically assessing against ISO 15189 and the NZCRMP, amongst other associated supplementary criteria.

#### ***What does a typical day look like for you?***

The great thing about IANZ is the autonomy, so no two days are generally the same.

First things first is starting up the laptop and checking the day's tasks. Many of our clients don't realise the administration that goes in to each assessment so much of my day is spent organising technical teams, travel logistics, entering expenses and ensuring I have all the preparation documents ready for the upcoming assessments.

If I'm not onsite at an assessment, I'm generally writing the reports or completing the paperwork to sign off that assessment for that year or ensuring that I have everything I need and am meeting with the right people when I am onsite.

It's all the little in-between things as well like flight delays or rental cars, airport parking and accommodation bookings which can take up a lot of my day. This has certainly been one of the many challenges of this year!

#### ***Having been with IANZ for 14 years, what would you say would be the biggest change you've seen in the organisation over this time?***

People, definitely. We have more staff than ever. Also better communication. At least we are aware of the big things happening for IANZ and get to feel part of the decision making process.

***During an assessment you're dealing with a lot of documents, information and holding discussions with lots of different people. What are your tips for time management and keeping track?***

Pace yourself and always sample the information. Don't get in to a rabbit hole to try to look for everything. We can always follow up issues next time or next assessment if needed. Always have a rough plan for the day/week and stick to it wherever possible.

***And finally, you obviously travel a lot for your job. Where is your number one place to visit in New Zealand and can you share with us any hidden gems or restaurants you love to visit?***

It definitely has to be the South Island. There are too many to even mention here as New Zealand has so much to offer. Some clear favourites however would be the Monaco Mercure Hotel in Nelson or the Hilton/DoubleTree at Queenstown. Try the degustation menu at Logan Brown in Wellington or Social Kitchen in New Plymouth!

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## The importance of the role of Authorised Representative

While we often say 'it takes a village' to prepare for an IANZ assessment, it's necessary to appreciate the number of people involved in an IANZ assessment, many of which who work tirelessly behind the scenes. An important part of this is the creation of a successful communication link between the organisation and IANZ, to ensure key information is passed to the right individuals.

The objective of IANZ assessments is to give each organisation every opportunity to demonstrate that the organisation's systems and processes comply with the requirements of accreditation. Essentially, we are checking that the organisation is actually doing what their documented procedures say they will do; that it meets good practice for that discipline and that it consistently produces valid and reliable conformity assessment results, reports and/or certificates.

The majority of the time during the assessment will involve gathering information about the operation of the activities for which accreditation is sought and speaking to any person who has influence over the planning, execution, recording or reporting of activities within the requested scope of accreditation. In order to best facilitate this, each accredited organisation must nominate a senior member of staff to represent it in all dealings with IANZ. This person is the IANZ point of contact with the organisation and is known as the Authorised Representative.

The Authorised Representative has several responsibilities throughout an IANZ assessment, in both the preparation and conduct of the assessment, often working tirelessly behind the scenes to ensure everything is ready for the onsite assessment. They are responsible for receiving communications from IANZ regarding arrangements for assessments, assessment reports, invoices and other important communications, such as new branding from IANZ! They are present at assessment entry and exit meetings and agree to the scope of the assessment, ensuring information and staff are available if and when required.

Most importantly, the Authorised Representative is responsible for ensuring their organisation complies with the criteria for accreditation at all times and that responses to IANZ are actioned by the organisation within agreed timeframes.

While the Authorised Representative may be from either a technical or managerial position, they should be sufficiently senior to represent the organisation's interests and be sufficiently accessible and committed to the role that communications in both directions are efficiently handled.

While quality is everyone's responsibility, the Authorised Representative for each organisation is a key asset in keeping the wheels in motion. Thank you, Authorised Representatives, for everything you do!

## NZQC Updates

NZQC will be running the following courses during November and December. We can still take a few more registrations, especially for the 'Radiology QM' and 'Microbiological Laboratory Quality Assurance' courses. Please get in touch if you would like to book your place today.

Course	Venue	Date
<b><u>November</u></b>		
Implementing and auditing QMS	VIRTUAL	2-10 November
Implementing QMS	VIRTUAL	2-4 November
Management Systems Auditing	VIRTUAL	9-10 November
Internal audits	VIRTUAL	17-18 November
Radiology QM	Auckland	25-26 November
<b><u>December</u></b>		
ISO 9001 Management Systems	Auckland	1-2 December
Internal Audits	Auckland	3-4 December
Microbiological Laboratory Quality	Auckland	8-9 December