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IANZ Update

June 2020

Welcome to the June IANZ Update.

IANZ Update June:

- How is Food Safety critical to our economy and export reputation?
- Welcome to our new Accreditation Assessor
- Top 5 remote assessment tips
- Why do companies need internal auditors and what does it take to be an excellent one?
- NZQC course updates



How is Food Safety critical to our economy and export reputation?

Jennifer Foley, IANZ Programme Manager Inspection Bodies, shares her thoughts on the importance of food safety in New Zealand - a little-known, yet critical, aspect of keeping Kiwis safe and healthy.

Like many in New Zealand, I was so happy to see the return of my favourite restaurants and cafés – after what seemed like a distant memory - as we settled into Level Two. It has been warming to see how hospitality businesses are adapting to the changes required to operate in this new environment.

One of the things the pandemic has cemented in my mind is the fantastic job our essential workers do. In addition to healthcare workers, New Zealanders can appreciate the stellar work our supermarkets, farms, food processors, transporters, and importers did to see us through this challenging time and continue to do to support our hospitality industry and the economy.

What flies under the radar for many of us, however, is New Zealand's food safety regime. This is the system that prevents us from becoming ill when we go out for food with friends. It ensures that the toddlers and babies in childcare are receiving food that won't harm them. And it means our friends and family members with allergies can make safe and informed decisions on what to eat. The risks are too big not to take food safety seriously.

(Thank you Auditing Solutions NZ Limited for the amazing assessment catering in the above photo.)



Welcome to our new Accreditation Assessor

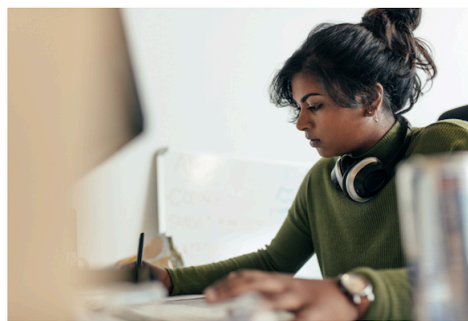
After a couple of month's delay due to the COVID-19 lockdown, IANZ's healthcare programme is delighted to finally welcome Accreditation Assessor Victoria Middleton to the team. Victoria joins after six years with Lakes DHB in Rotorua, where she was an MRI and General Medical Imaging Technician (MIT).

In fact, when the lockdown hit, Victoria volunteered to go back to the hospital to help the Radiology Department set up the COVID-19 working pods and get the newly appointed MITs up to speed within the radiology department in such challenging times. After that, she took on a locum role at Starship Hospital in the MRI department to help reduce some of their backlog – what a trooper!

Seeing her DHB colleagues support IANZ as technical experts opened Victoria's eyes to accreditation and when she saw our vacancy, she decided the time was right for a new challenge.

"I'm looking forward to a lot of things at IANZ, but meeting new people and having the opportunity to visit parts of New Zealand I have never been is exciting. The last couple of months have been a rollercoaster, but very character building. I'm enjoying learning new things and hope to be useful to the team as soon as possible."

Prior to immigrating to New Zealand, Victoria was a Pharmacy Technician within the National Health Service (UK) for many years before retraining as a radiographer. Her final radiography move before leaving the UK was into the veterinary department at Bristol University, where she performed all radiographic modalities – but on animals, not humans.



Top Five Remote Assessment Tips!

As we enter Level 1, we are likely to continue to offer remote assessments as an option in some cases – so here are some tips to help that go smoothly. Tip number one is relevant for all assessments.

1. Ensure that you have the correct paperwork ready to access or view. Double check that you've put together everything that was requested. Doing this means we'll get through the assessment efficiently, take up less of your valuable time, and keep our chargeable time to a minimum.
2. Make yourself available for the duration of the assessment so we can have a chat when we need to.
3. Do a technology check the day before to ensure everyone can dial in during the agreed platform and that their sound and/or video is working. This takes just a few minutes, but saves a lot of stress on the day.
4. Ask your participants to mute their microphones and unmute when they need to talk. This cuts out distracting background noise.
5. Maintain a comfortable distance from the camera – not so close that you take up the entire scheme, but close enough that we can see your friendly face.



Why do companies need internal auditors and what does it take to be an excellent one?

Firstly the notion of internal audits and internal auditing puts many people off. It seems very authoritarian. The issuing of “traffic tickets”; trying to catch people out. Audits needn’t be that way. An organisation needs to know that its processes and procedures are working well, or not as the case may be. To do that we have to check practice against those documented processes and procedures. These checks need to be independent, hence the need for the auditor. This is your “self assessment”.

In addition to this “self assessment” organisations also need to know that even if they are doing what they say they are doing is there a better and smarter way that could be more efficient and effective. This is where the excellent auditor comes to the fore. An excellent auditor does not just validate compliance. An excellent auditor is a “Facilitator of Improvement”. They will communicate effectively with staff to identify where the road blocks (costs of quality) exist and bring these to the attention of management as a basis for improvement.

The New Zealand Quality College provides Internal Auditor training to produce Excellent Facilitators of Improvement.

- Alan Sheath, NZQC trainer. *Alan Sheath is a qualified Quality and Environmental Management Systems trainer and has been training with NZQC for 25 years.*



NZQC Course Updates

Internal Audit course in Tauranga this August!

We are now bringing our [Internal Auditor course](#) to Tauranga this year in August at Durham Courts on 4th / 5th August. If you are in the Bay of Plenty region, please avail this opportunity. [Book now.](#)

NZQC Courses Update

Due to the current lockdown, NZQC has transferred some of its courses to later dates in the coming months and is also making some of its course available virtually.

You can register for our courses from our website. To inquire further, please inquire by email at info@nzqc.co.nz or by phone at 0800 900 099.

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MAY COURSES	Original date	Current status
Laboratory Quality Management	13-15th May	Transferred to 15-17 th July
ISO9001 Management Systems	26-27th May	Transferred to 16-17 th June NOW AVAILABLE VIRTUALLY Still taking bookings!
Internal Audits	28-29th May	Transferred to 18-19 th June NOW AVAILABLE VIRTUALLY Fully booked
JUNE COURSES		
Polymerase Chain Reaction	9th June	Transferred to 1 st September
Microbiological Laboratory Quality Assurance	10-11th June	Transferred to 2-3 rd September
Risk and Compliance Management	24-25th June	Transferred to 28-29 th September
Improving Audit Team Effectiveness	22-23rd June	Transferred to 30-31 st September