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The NZ mark of competence
Tohu Matatau Aotearoa

February Update



In this issue:

- Research reveals the impact of COVID-19 on CABs
- What happens when an IANZ assessment is completed remotely?
- Welcome to Sue Beckett, Head of People and Culture
- NZQC Train the Trainer workshop

Kia ora koutou,

As the year well and truly gets underway, we are excited to be welcoming new team members, continuing to safely conduct assessments (in person and remotely...more on that below) and introduce new initiatives to continually improve our knowledge and skills.

This month we are keen to share with you some especially insightful research results around the economic impact and resilience of COVID-19 on CABs which is timely as we approach the 12-month anniversary of the initial lockdown here in New Zealand. We also have some valuable tips for remote assessments and plenty of other worthwhile information.

Team IANZ

Impact of the COVID-19 Pandemic on Conformity Assessment and Conformity Assessment Bodies in New Zealand

A report on the study carried out by University of Canterbury
in cooperation with International Accreditation New Zealand (IANZ),
the Joint Accreditation System of Australia and New Zealand (JAS-ANZ),
Bundesanstalt für Materialforschung und -prüfung (BAM), TU Berlin and Fraunhofer ISI, Germany

Authors: Koch, C.; Mirtsch, M.; Blind, K. and Castka, P.

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Research reveals the impact of COVID-19 on CABs

Late last year IANZ accredited laboratories and inspection bodies (Conformity Assessment Bodies (CABs) as they are known in the accreditation community) were invited to participate in a survey, run by the University of Canterbury. The purpose of the survey was to investigate the economic impact to and overall resilience of accredited organisations to the impact of COVID -19.

By leading this survey, the University is looking to establish the:

- Economic situation of CABs and the effects of COVID-19 on business operations (e.g. effects on customer bases, order volumes, changes in the activities)
- Resilience of CABs (e.g. preparation, resourcing and reaction to the crisis, ability to learn from the experience from the pandemic)
- Digitalisation (e.g. is there an increased need for digital technologies, experience with remote auditing during the pandemic; readiness of staff and IT infrastructure for increased need for digitalisation, etc.).
- Economy and competition (e.g. can the emerging short-term needs of customers be met by CABs, how has the competitive situation changed for CABs due to the current situation).

IANZ would like to thank, as would the coordinator of the survey, Professor Pavel Castka from the University of Canterbury, and those organisations which took up the opportunity to participate in the survey. Certification bodies and inspection bodies accredited by JAS-ANZ also participated.

The results have been shared with the Ministry of Business, Innovation and Enterprise

The final report from the survey is available on the IANZ website - click the button below.

[CLICK HERE TO READ THE FINAL REPORT](#)



What happens when an IANZ assessment is completed remotely?

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

The default assessment schedule for the majority of IANZ clients follows a 4 year assessment cycle, with onsite surveillance assessments conducted in years 1 and 3 and routine reassessments conducted in years 2 and 4 (with the exception of some regulatory-specific assessments). However, there may be instances where there requires implementation of an alternative to this default on-site surveillance assessment, such as was the case with many of our clients over 2020 due to Covid-19 restrictions. In these instances, a risk assessment is conducted for each client and

During an onsite assessment, the assessment team will focus on the technical operations, the quality system, the competence of personnel and on the methods used. Information gathered will include, but is not limited to, review of records, discussions with management and technical personnel and the observation of activities within the requested scope of accreditation. The team may wish to witness tests/inspection or other work relevant to the scope of accreditation. Obviously, completing these assessment activities by way of desktop assessment or remote assessment brings with it several challenges, most of which surround technology! IANZ assessors got the opportunity to test their technology skills to the limit throughout 2020 to ensure they were able to appropriately cover all aspects of a client's scope of accreditation in a forum that was suitable for the client and met accreditation needs. Key aspects of a remote assessment is ensuring the assessment team is connected with the accredited organisation in real time, that there is a formal entry and exit meeting, that there is appropriate access to staff and records – as would be expected onsite, with the supplementation of photographs or video for aspects that may not be able to be reviewed in real time.

The most valuable piece of advice for clients finding themselves in this position is to review the way in which documentation, processes and procedures are accessed within your organisation and the way in which these are communicated with staff. Providing this information to an assessment team remotely is a great opportunity to ensure good document control procedures have been adhered to and your quality management system has been refined to best meet your organisation's needs and that it is adaptable to changing climates, such as Covid-19.

While thankfully the need for deviations in the default IANZ assessment programme has decreased in recent months, it serves as a timely reminder to all organisations to consider how a remote assessment may affect you.



Welcome to Team IANZ – Sue Beckett, Head of People and Culture

With every new year comes renewed passion and determination to reach new heights and explore new opportunities, which is why Team IANZ is excited to welcome Sue Beckett in to our fold of curious experts as the Head of People and Culture.

We sat down with Sue to get to know her and find out a bit about the skills she will bring to IANZ.

Sue, tell us a bit about your background:

My early background is in operational management and training in Air New Zealand. Then I have been a Human Resources Manager for 20 years including four 'HR greenfield' roles similar to this one in CourierPost, Lumley, Framework Trust and Environmental Health Management Services. I have also had a recent stint at Downer for 5 years managing the specialist recruitment and training teams.

What is something that you are looking forward to in working with IANZ?

I am looking forward to meeting everyone and learning the business at IANZ. This role is a great opportunity to interact with everyone which I love.

And lastly, what is one essential office item you can't live without and why?

I can't live without my breakfast! I make a fab home made muesli and it sets me up for the day with some seasonal berries or fruit.

Welcome to Team IANZ Sue. We can't wait to get started!



NZQC 'Train the Trainer' Workshop

Recently, The New Zealand Quality College (NZQC) held a very special event in which they had their trainers (of which several IANZ staff were involved) become learners for two very busy and exciting days. Commonly known as 'Train the Trainer', the course was designed to give the trainers the opportunity to get in the shoes of the learners and experience what it is like. An experience which they don't get very often but were only too eager to be on the 'other side' for a change!

A number of different topics were covered, including different models of learning and personality traits for both presenters and learners, technologies that can be employed to assist in communication of complex ideas and how to deal with difficult situations that may arise in the classroom. This ensures that NZQC have trainers that are well versed with best practices in training and are aware of the changing landscape of training. It also ensures that their clients (many of which are clients of IANZ) get the best possible outcome by attending their courses. This was also NZQC's way of walking the talk of 'continuous improvement' and investing in future proofing training capabilities.

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