



Celebrating International Women's Day 2021

International Women's Day, celebrated on 8th March, is a global day celebrating the social, economic, cultural and political achievements of women. This year's theme was 'Choose to Challenge', instilling the powerful messaging that through challenge comes change.

IANZ protects the health and wealth of New Zealand by ensuring that the companies who test or inspect the products and services you buy, consume, use or are surrounded by every day are safe, accurate and aren't doing us harm. We do this by challenging organisations to always look at their quality management systems, processes and procedures as living, breathing, entities; changing to adapt to continuous quality improvement initiatives and promotion of global standards of competence set by the International Organisation of Standards.

With nearly 60% of our workforce at IANZ made up of strong, driven, resilient, passionate women, IANZ supports International Women's Day 2021; building a future that's sustainable, peaceful, with equal rights and opportunities for all.



Onboarding of new staff during a pandemic

The orientation and onboarding experience for new employees is always critical to employee and business success, however, the traditional methods of welcoming staff in to an organisation have undergone numerous changes to accommodate COVID-19 disruptions in the last year.

Rachel Barnett, Training Manager and Accreditation Assessor for IANZ, has experienced first-hand how quickly organisations have had to adapt their learning and development programmes to allow for remote working environments.

Rachel explains the top five tips for onboarding new staff during a pandemic:

1. Engage new hires before their start date.

Currently, new staff within IANZ are given access to a curated Trello Board specific to them/their role within the organisation, with a detailed plan of their first four weeks. It shows the staff member a 'behind the scenes' look at the preparation that goes in to their orientation and shows we are excited to welcome them as part of the team. It enables the staff member an initial point of contact where they can ask questions or seek advice prior to starting, as well as enables a real-time view in to how the staff member is tracking with assigned tasks once 'onsite'.

2. Build relationships and networks immediately.

Ensuring new staff feel connected to their peers, their team and the values of the organisation are an essential first element of starting a new job. In lieu of physical interaction and the office environment, it's important that new staff know who is in their team, who their direct lines of management are and who might form their supportive inner-circle.

Demonstration of an organisations core values and company culture is a key ingredient for increasing employee engagement and retention. However, it can be difficult to communicate this effectively when staff are working in a remote capacity. With the benefits of technology, organisations can hold virtual events such as team competitions, quizzes or dress ups to help spread life in an organisations mission statement and engage the new recruit to join the team!

4. [Use technology in whatever capacity necessary to communicate complex narratives](#)

The world of accreditation and the wide scope of business currently offered amongst IANZ can be difficult to communicate at the best of times, without the added difficulties of remote learning. Video presentations, screen casts and voice overs have been instrumental in ensuring new staff are able to learn the essential elements of what makes up an accreditation assessment, as well as something to refer to in the future when it becomes information overload!

5. [Involve the staff member completely in their learning journey.](#)

Giving each new staff member the ability to control their pace of learning and adapt to their individual learning style is crucial to instilling a sense of responsibility in their learning journey. At IANZ, we want to get our accreditation assessors out amongst our clients as soon as possible, so needed to create a training programme that could be picked up and completed in between busy schedules. Remote learning enables training modules to be completed at a time that is suitable to the staff member, with support and answers to questions available with the click of a button.

While the COVID-19 pandemic did change the way we onboard staff here at IANZ, we believe it was a change for the better, with the creation of a streamlined process that helped build and support company culture whilst continuing to protect the health and wealth of New Zealand.



Meet the team: Ivy Huang - Accreditation Assessor, Chemical/Biological Programme

In an organisation of curious experts, it is always exciting and important to recognise the outstanding achievement of our staff.

In celebration of her recent completion of a Master of Business Administration with The University of Auckland, we sat down with Ivy Huang in the Chemical/Biological Programme.

Ivy, tell us a little about your experiences before working for IANZ:

I was originally trained in Biochemistry but the bulk of my work experience is in food chemistry. I joined IANZ 3.5 years ago as an Assessor for the Chemical and Biological programme. My studies and experience really comes in handy as I know a bit about everything!

What is one of your favourite things about working for IANZ?

My favourite thing about working for IANZ is the opportunity to learn about all of the different industries out there, meeting some lovely people along the way. I could be looking at asbestos decontamination one day, and chicken virus detection the next; and the constant exposure to new things really satisfies my innate curiosity!

Talk us through the process of preparing for an accreditation assessment.

I do everything electronically using Microsoft Outlook, OneNote and Word. Once the assessment documentation is received, I generate an assessment preparation checklist in OneNote, and follow the steps to organise a team for the assessment. I always save the appointments from my travel itinerary into my Outlook calendar,

assessment checklists in Word, and prepopulate it with notes from my document review. At the same time, I would place question marks throughout the checklists in areas that I would like to focus on in the assessment. If you see me using the Ctrl+F (find) function during the assessment that is because I'm looking for my next question mark!

You've recently completed your Master of Business Administration.

Congratulations! What's one of the most valuable pieces of information you've learned within the course that you can apply to your position within IANZ.

The MBA has taught me how different business functions come together to ensure the success of an organisation. When we assess laboratories, we often only focus on the testing and forget about all the other functions required to keep the business running. Doing the MBA really helps me understand our clients' businesses and drill down to what it is that is important to them.

Another thing that I learnt which I wish I knew when I was a laboratory supervisor was that the optimum capacity for any process is never 100%. You may think that operating at 100% capacity is the most cost efficient, but when one thing breaks down, it will almost certainly cause significant backlog. The optimal capacity for most processes is 80% and it allows you to have some buffer. As they say in the operations and supply chain world, buffer or suffer!

And finally, what is one essential item you can't live without?

Sunscreen! We all know that exposure to sunlight and UV light damages our skin, but did you know that it is responsible for 90% of the visible changes to the skin? The best way to prevent skin aging is to put on sunscreen every day, even when you are staying indoors. I don't know about you, but I would definitely want to stay young forever!

NZQC Upcoming Courses

Upcoming Courses



April		May	
12-20	Implementing and Auditing EMS  Virtual	5-7	Laboratory Quality Management  NZQC, Auckland
12-14	Implementing EMS  Virtual	11-12	ISO 9001 Management Systems  Virtual
19-20	Management Systems Auditing  Virtual	13-14	Internal Audits  Virtual
		26	Polymerase Chain Reaction  NZQC, Auckland



2021

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