



The BRANZ Group Quality Policy

BRANZ vision “is inspiring the industry to provide better buildings for New Zealanders”. Quality underpins BRANZ’s work to deliver this vision.

Our Quality commitments are to:

- Operate with integrity, independence and impartiality.
- Meet and exceed customer, stakeholder and our own expectations.
- Maintain good professional practices and provide a high quality of work.
- Respond to the ever-changing environment, enabling the achievement of our strategic goals without compromising on our purpose and SMaC Principles,
- Comply with the requirements of our Accreditation and certifications for EnviroMark, CodeMark, ISO 17025 and ISO 9001 Certification

Endorsed by BRANZ BOARD

August 2017

Objectives to support the BRANZ Group Quality Policy

Our commitment to meeting and exceeding our customer's expectations are supported by:

- Customer's requirements being stated on the "Scope of Work" section of every work Agreement with BRANZ.
- Service to our customer quantified by customer satisfaction surveys. At least 90% of our clients are to have their expectations met or exceeded for Seminars and the Build Magazine while the benchmark for Industry Research and Consultancy Services projects is 80%.

Our commitment to maintaining good professional practice and to the quality of our outputs is supported by:

- Regular Check-In conversations, which include review of development needs.
- Internal Audits of 10% of procedures, related to ISO9001; annually, this represents 20-30 procedures. And, annual full compliance audits against ISO17025, EnviroMark, CodeMark and ACC Workplace Safety Management Practices (WSMP) requirements.
- Audits of up to eight Levy Funded projects every two years.
- External Audits for ISO 9001, 17025 CodeMark, and EnviroMark that in total attract no more than two Non-Conformance Reports (Corrective Action Recommendations) in any calendar year.
- Competency, training and proficiency records for our IANZ accredited Laboratories, updated annually.

Our commitment to our policies and procedures responding to the ever changing environment, enabling our Unifying Direction and the achievement of our Strategic and Business Goals is supported by:

- The Improvements Register (that includes Customer Feedback (Complaints), Corrective Action Recommendations, Great Ideas, Environmental initiatives and Alignment with Core Values) feeding into updates to documentation within our Quality Management System.
- Annual System Review Meetings for all teams, IANZ accredited Laboratories, CodeMark, WSMP and EnviroMark functions.
- Document Control processes that allow for updates as and when required.

Our commitment to complying with the requirements of ISO 9001, ISO/IEC 17025, CodeMark, WSMP and the EnviroMark certification is supported by.

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