



## Transforming the building inspection process with Artisan

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A free-to-use digital inspection app is transforming quality assurance processes across the industry. Powered by BRANZ, Artisan streamlines, standardises and provides an enduring record of building inspections – increasing efficiency and reducing risk.

Artisan is transforming the way Kiwi homes are inspected. The technology is encouraging people across the system, including building consent authorities (BCAs), inspectors, tradespeople and major building companies, to work differently.

The app allows tradespeople to photograph key compliance elements of a building project as they go on their smartphones for remote verification by the BCA. The inspectors can view the images in real time, approve the work or make recommendations for change – without leaving their desk.

Using Artisan, the BCA can schedule and manage quality assurance aspects of a project with significantly less travel and reduced wait times, benefiting inspectors, tradespeople and their clients. Artisan also creates an accurate and enduring inspection record for new builds and renovations.

The app has been adopted by significant players in the industry who together represent 45% of all new residential building consents in Aotearoa New Zealand. Adopters include Auckland Council, Kāinga Ora, and Marlborough District Council.

Artisan has also been adapted for a major group-home builder for internal quality assurance, proving compliance with Green Star ratings and enhancing record keeping. An industry association is also trialling Artisan to potentially move towards its members becoming self-certifying.

Feedback continues to endorse the transformational value of the app, and efficiency gains from the tool have been significant. Wait times for some inspections have reduced from days to hours, and typically that results in cost savings for all parties. Builders can run their sites more efficiently, and BCAs can enable their inspectors to work more flexibly and productively.

New features released this year are helping to further streamline processes. These include a record of works completion module, remote video screen sharing for builders on site, enhanced workflow management tools, automated reports and an inspection deadline facility to ensure prompt reviews.

Artisan was developed by BRANZ as part of its strategy to transform the building system. It supports BCAs and build teams to deliver new residential housing efficiently and effectively for Aotearoa New Zealand. The future of building inspections is digital.

### READ MORE



BRANZ Artisan.  
[branzartisan.nz](https://branzartisan.nz)

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## IN THEIR WORDS

### Dhyanom Gala, Senior Building Control Officer, Marlborough District Council



#### Why did you start using Artisan?

The Marlborough District Council inspection area includes the Marlborough Sounds and remote backcountry areas. Travel times are long, and when bad weather hits, access can be extremely challenging. Travel fatigue was a real issue for our inspectors so we could see the potential benefits of off-site inspections.

#### What impact has using Artisan had for your team?

Marlborough District Council has been using Artisan since mid-2021. In that time, we've completed 300 inspections using the app. The team has saved over 9,500 km in travel, while inspection times have reduced by an average of 1.1 hours per inspection.

The efficiency gains have been considerable, and they continue to grow. These gains have, in turn, significantly reduced the overall workload of my team, which has enabled some inspectors to lend a hand in other areas of the business at busy times. Feedback from the building industry is very positive as a result of the reduced inspection waiting time and the ease of using Artisan.

#### What other benefits have you seen?

Artisan's transparency is particularly appealing, which is helping to foster a culture of collaboration and a commitment to quality. Artisan's inspection records are also more robust and transparent than those we typically prepare on site. I personally believe they will stand much stronger scrutiny should any issues arise.



**This technology is just phenomenal. We now have an invaluable time-saving tool that is steadily improving our efficiency and auditability.**

#### How did BRANZ help you adapt to Artisan?

With the support of the BRANZ Artisan team, we trained our inspectors and realigned internal processes to allow Artisan to integrate smoothly. Artisan has dovetailed effortlessly with the on-site inspections process.

#### Why would you encourage others to use Artisan?

This technology is just phenomenal. We now have an invaluable time-saving tool that is steadily improving our efficiency and auditability. There is a massive opportunity for those who embrace this technology to improve performance of the whole team.