

**STATEMENT OF INTENT  
OF THE  
TESTING LABORATORY REGISTRATION COUNCIL  
FOR THE PERIOD JULY 2009 TO JUNE 2012**

*Presented to the House of Parliament May 2009*



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## 1 EXECUTIVE SUMMARY

The Testing Laboratory Registration Council plays a significant role in providing assurance in areas critical to health and safety (IANZ accreditation), and in helping ensure businesses have effective systems in place to optimise their performance (Telarc SAI Limited).

The role of the Council is to raise quality standards across all sectors of the New Zealand economy – either by formal accreditation of competence of laboratories, inspection bodies and radiology services; or by independent certification of quality and environmental management systems. The Council also provides related services for OECD monitoring purposes, as well as a range of certification services for hospitals and rest homes. A training division (the New Zealand Quality College) has been established to provide short courses in all aspects of accreditation and certification functions.

Accreditation of laboratories covers sectors critical to health and safety (e.g. medical testing, drinking water testing, dairy testing, meat testing) as well as activities required for commerce (e.g. wool testing, aluminium testing). Inspection body accreditation also provides necessary assurance for industry (e.g. boiler inspection, crane inspection) as well as for the public (e.g. passenger ropeway inspection). Full details of performance targets for the Council are set out in section 5 (Operating Intentions). The role accreditation now plays in trade facilitation is also outlined. The council is expecting a small increase in accreditation activities over the coming year.

Certification is very much a business improvement tool, particularly compliance with the ISO 9001 and ISO 14001 standards. The economic recession is expected to limit quality management certification although a small growth in environmental management certification is forecast. Training numbers at the New Zealand Quality College are also expected to be affected by the recession. Full details are set out in section 6 (Statement of Service Performance).

The Council has recognised the severe economic downturn and the potential major impact this could have on the Council's operations and has strengthened its structure to ensure that it can meet the critical demands that will be made on its services in 2009 and the following years. Savings have been introduced that will keep operational costs to the minimum.

Planning for the 2009-2010 financial year has included a 15% reduction in some certification programmes and a 20% reduction in the number of New Zealand Quality College trainee days. Some rationalisation of laboratory accreditation services is expected by IANZ, although the demand for inspection body and radiology accreditation remains strong.

Financial viability in both the short and long term is clearly vital. A full review of all costs to reduce these to a minimum while maximising productivity was carried out during the 2008-2009 year. Support activities that were not directly relevant to Council's core business have been curtailed. The 2008-09 forecast is for a loss of \$440,000 (including minority interest's share), including some \$150,000 in costs associated with restructuring. The Council is planning for a small surplus in the 2009-10 year.

## **2 NATURE AND SCOPE OF FUNCTIONS**

### **Nature of the Council**

The Testing Laboratory Registration Council is a user-funded, not for profit, Autonomous Crown entity operating under the Crown Entities Act 2004 and the Testing Laboratory Registration Act 1973 and amendments. The responsible minister is the Minister of Commerce.

The Council currently consists of nine members: five (including the Chair and Deputy Chair) appointed by the Minister, and the remaining four appointed by the Council itself. There is legislation before the House to reduce the size of the Council to a governing board of six members.

### **Scope of Operations**

#### **Accreditation, Certification and Training**

For any sophisticated products to compete on domestic or global markets, they must be thoroughly tested during development for compliance with specifications and safety regulations. There must also be thorough quality control. Recent disasters in China (melamine in milk and lead paint on children's toys) are examples of what can happen if these principles are not followed.

Trade in many simpler products and commodities require supporting technical documentation – including test results. Even traditional products such as wool, wine and textiles are now traded on the basis of objective testing.

Accreditation by IANZ offers independent credible assurance of competence of such laboratories for the actual testing they are undertaking. Similar confidence is given to accredited inspection bodies (e.g. inspecting cranes or skifield chair lifts) and accredited radiology practices. IANZ is also the New Zealand authority for OECD Good Laboratory Practice (GLP) compliance, which ensures acceptance of field test data for veterinary medicines and agricultural chemicals. IANZ exists to raise the technical competence level of all New Zealand laboratories, inspection bodies and radiology practices through accreditation.

The role of its subsidiary, Telarc SAI Limited, is to improve the quality assurance of all businesses through formal certification of their management systems, as well as a range of certification activities in the health sector.

As a result organisations are more competitive internationally, results are more accurate, and room for error is reduced. The biggest impact on any organisation is when it is first accredited or certified. Ongoing accreditation ensures improved standards of working are maintained, and over time the competence level of the laboratory, inspection body, or radiology practice increases.

The greatest benefit that New Zealand industry has derived from IANZ accreditation is the big (and ongoing) improvement that has taken place in laboratory practice. Better testing has led to better quality control and higher quality products.

The Council has a training division, the New Zealand Quality College (NZQC) which provides short courses in all aspects of accreditation and certification functions. The Council employs 76 full-

time staff, and for the 2007/08 year, revenue totalled NZ\$ 14.1 million. It is fully customer focused as all revenue is from customers and no Crown appropriation is received.

### **Conformity Assessment Infrastructure**

The Council is part of the New Zealand and worldwide conformity assessment infrastructures and is an active member of the international accreditation fora where it represents New Zealand's interests in developing effective standards and accreditation processes. In New Zealand, IANZ is an active member of the Government-sponsored Regulators' Forum.

### **Assisting the State Sector**

Although a Crown entity, the Council has no mandate to compel any organisation to seek accreditation or certification. However, many regulators have recognised the rigour and independence of IANZ accreditation assessments and have chosen to make these a mandatory requirement as part of their regulatory controls. Using IANZ as the national accreditation authority avoids duplicate auditing agencies and unnecessary taxpayer-funded compliance costs; it also avoids the same laboratory or inspection body being assessed repeatedly by different regulatory agencies. Examples of regulators requiring IANZ accreditation include NZFSA (dairy, meat, shellfish testing); MoH (medical testing, drinking water testing); DoL (pressure vessel, crane, passenger ropeway inspection); DBH (building consent authority accreditation).

### **Trade Facilitation**

To access overseas markets, most products must meet the criteria set by foreign regulators, and IANZ has ensured (through recognition of IANZ accreditation) that overseas accreditation authorities in 53 economies will accept test results from IANZ accredited laboratories on the same basis as their own accredited laboratories. This means an immediate reduction in compliance costs for exporters, as products no longer need to be retested in the importing country. Examples of exported products requiring testing in an accredited laboratory include: dairy products; meat; fish; shellfish; wine; wool; steel; aluminium and electrical products.

### **Training**

A primary function of the Council is to promote the development and maintenance of good practice in conformity assessment. A major contributor to this function is the training section operating as the New Zealand Quality College (NZQC), which is registered by the New Zealand Qualifications Authority as a Private Training Establishment. Short courses in all aspects of the IANZ accreditation and Telarc SAI certification functions are provided by NZQC with course topics covering:

- Laboratory management
- Inspection body management
- Radiology management
- Quality management
- Environmental management

- Food safety management
- Auditing skills.

### **Operating Standards**

The international standards for operating an accreditation body and a certification body are adhered to by the Council. The specific standards are:

#### **Accreditation Body Standard**

To operate as an accreditation authority, IANZ complies with ISO/IEC 17011 *Conformity Assessment – General Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies* standard. In addition, it meets the requirements of the International Laboratory Accreditation Cooperation (ILAC), Asia Pacific Laboratory Accreditation Cooperation (APLAC) and of the European cooperation for Accreditation (EA). Every four years IANZ is evaluated by representatives of APLAC and EA to ensure continuing compliance with the standard and requirements. A full evaluation last took place in 2007.

#### **Certification Body Standard**

To operate as a certification body, Telarc SAI Limited complies with ISO/IEC 17021 *Conformity Assessment – Requirements for Bodies Providing Audit and Certification of Management Systems*. Biannual assessment of Telarc SAI against this standard is undertaken by the Trans-Tasman accreditation authority for certification bodies, Joint Accreditation System for Australia and New Zealand (JAS-ANZ).

### **Vision**

To be a world class provider of accreditation and certification services.

### **Purpose**

To provide for the development and maintenance of good conformity assessment practice in New Zealand that is consistent with international practice and facilitates trade.

### **Position**

Accreditation and certification services operating to international standards and aligned with Government to benefit trade and the health and safety of New Zealanders

## **Council and Board Membership**

### **Testing Laboratory Registration Council**

Dr Robin Pratt (Chair)	Company Director, Christchurch
Dr Richard Janes (Deputy Chair)	Company Director, Wellington
Jo Brosnahan	Company Director, Auckland
Nigel Cann	Risk Consultant, Melbourne
Miriam Dean QC	Barrister, Auckland
Dr John Hay	Chief Executive Officer, Wellington
James Hill	Company Director, Auckland
Sarah Kennedy	Chief Executive Officer, Auckland
Dr Campbell Kyle	Clinical Pathologist, Auckland

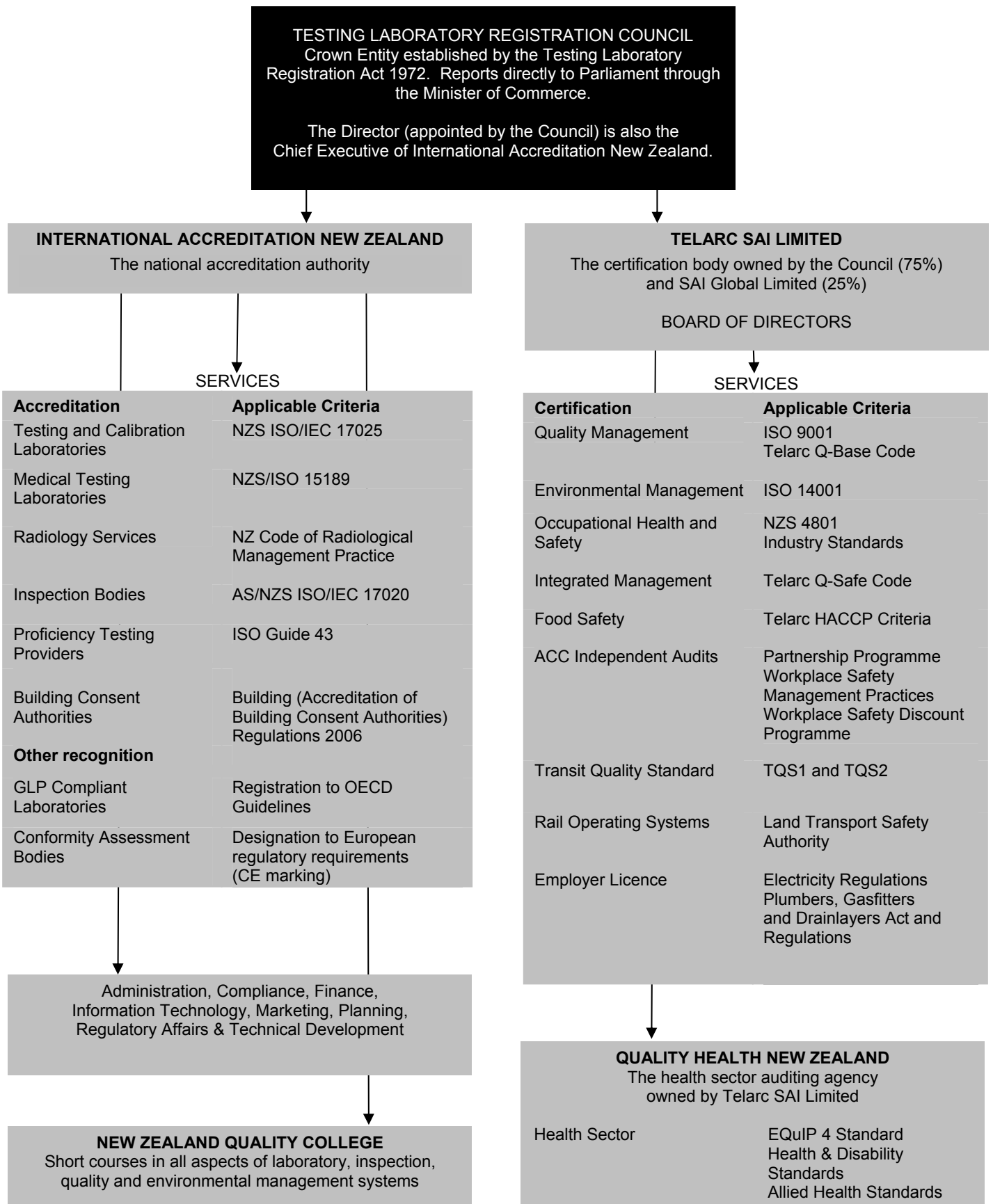
### **Subsidiary Telarc SAI Limited**

The certification function of the Council is performed by a subsidiary company, Telarc SAI Limited, co-owned by the Council (75%) and SAI Global Limited (25%). This company is a Crown Entity Subsidiary in terms of the Crown Entity Act 2004 and has its own Board of Directors, Chief Executive and staff that operate independent of the IANZ accreditation function. Members of the Telarc SAI Limited board comprise three members appointed by the Council and one member appointed by SAI Global Limited, Sydney, Australia.

### **Telarc SAI Limited Board**

Mr David Bone (Chair)	Company Director, Auckland
Dr Richard Janes	Company Director, Wellington
Ms Lisa Cruickshank	Company Director, Auckland
Mr Anthony Scotton	Chief Executive, Sydney

**Figure 1: Structure of the Testing Laboratory Registration Council**



### **3 OPERATING ENVIRONMENT**

#### **Supporting Government's Priorities**

##### **Economic and Safety Goals**

Government outcomes of productivity and non-inflationary growth are key drivers of Council's core accreditation and certification business. The focus will continue to be on:

- The worldwide acceptance of IANZ accredited test and inspection reports to remove barriers to trade for New Zealand food and other exports and avoid costly re-testing or rejection
- Full engagement with regulators to achieve safer communities and better health outcomes through independent assessments of critical health services and workplace practices.

##### **Providing Value for Money**

The Council's services are wholly paid for by users, placing the onus on both IANZ and Telarc SAI to deliver services in a cost effective and efficient way. A full review of all Council activities was carried out during the 2008-2009 year and a number of cost reductions implemented. Non core services were either closed or funding sought on a user pays basis. The Council has always endeavoured to minimise fee increases in real terms. The hourly rate was set at \$125 (excl. GST) per hour in 1996, when the Council moved to an hourly charging rate for all programmes. The current fee (2009) is \$175 (excl. GST) per hour

The Council faces competition for its services, and fees are set on a competitive basis. Accreditation fees are continually bench-marked against other accreditation agencies, and IANZ fees remain extremely competitive.

#### **Business Scope**

##### **International Accreditation New Zealand**

Only limited growth can be expected in testing and calibration laboratory accreditation as this market is a mature one. An increase in the number of radiology practices being accredited is expected as both new and existing practices recognise the value of being accredited by IANZ. The start-up for the NZFSA Food Safety Plan involving IANZ inspection body accreditation is still unclear and it will be 2010 at the earliest before IANZ assessments begin. Building Consent Authorities, which contributed 80 new customers in the past two years, are now steady at that number. Stage 2 of the Department of Building and Housing accreditation programme is well underway, with the outstanding assessments due for completion by November 2010; Stage 3 will follow in 2011.

##### **Telarc SAI Limited**

While ISO 9001 certifications are on the increase globally, mature markets such as New Zealand are experiencing a drop in numbers. This situation will be further exasperated by the current economic downturn. The increased promotion of environmental sustainability has stimulated

interest in the ISO 14001 environmental management systems standard. While some growth in numbers being assessed is forecasted, this is tempered by the weak economic conditions that can be expected to prevail over the next three years. Much of Telarc SAI other assessments (ACC independent audits, New Zealand Transport Agency audits, etc) are in the voluntary category and, as such, are vulnerable to a weaker economy.

Telarc SAI, through its subsidiary **Quality Health New Zealand**, is a major certifier in the health and disability sector, and this will continue to provide modest growth to the organisation.

### **New Zealand Quality College**

Training in certification management systems is expected to decrease as demand for new ISO 9001 certifications in New Zealand continue to decline. Courses for accreditation programmes, particularly inspection body, and auditing skills will grow as new programmes come on stream over the next three years. This year there will be a reduction in the number of in-house trainee days because training of Building Consent Authorities for Stages 1 and 2, including auditor training, was completed in 2008-2009; numbers will increase again when Stage 3 training commences in 2010-2011. Overseas courses will be fewer this year also, due to their cyclical nature.

### **Trade Facilitation**

It is essential for New Zealand trade that goods from New Zealand are able to be accepted in overseas markets without further re-testing. Through its formal membership of ILAC, APLAC and EA MRAs, IANZ has assured this outcome. However, IANZ has also provided extensive trade support on overseas and New Zealand regulatory requirements for conformity assessment. Staff have actively worked within APLAC and ILAC to promote recognition of accreditation at a regional and global level. With a greater emphasis on providing value to its direct clients, the IANZ involvement at ILAC and APLAC will be reduced this year to just management and specific technical committees only. This will reduce to two (from four) the number of IANZ staff that will attend General Assembly meetings. At both organisations, IANZ will continue to be represented on the key committees dealing with mutual accreditation arrangement and technical issues, as well as being on the boards of management.

The number of ILAC MRA Signatories is expected to remain at 68 accreditation bodies in 53 economies.

IANZ will continue to represent New Zealand at the OECD Good Laboratory Practice Working Group. The IANZ delegate is Vice Chair and will assume the Chair in 2010.

IANZ staff will participate in two evaluations of other accreditation bodies, which is a requirement for MRA Signatories; all costs will be funded by the body under evaluation. There is no evaluation of IANZ scheduled for the 2009-2010 period.

## 4 OUTCOME, OUTPUT AND IMPACT

### Outcome

The Council's ultimate outcome is the facilitation of New Zealand trade and improvement in the health and well being of New Zealanders through accreditation, certification and quality related training.

### Intermediate Outcome

Better conformity assessment practices by organisations involved in trade, and by organisations developing and implementing health and safety services

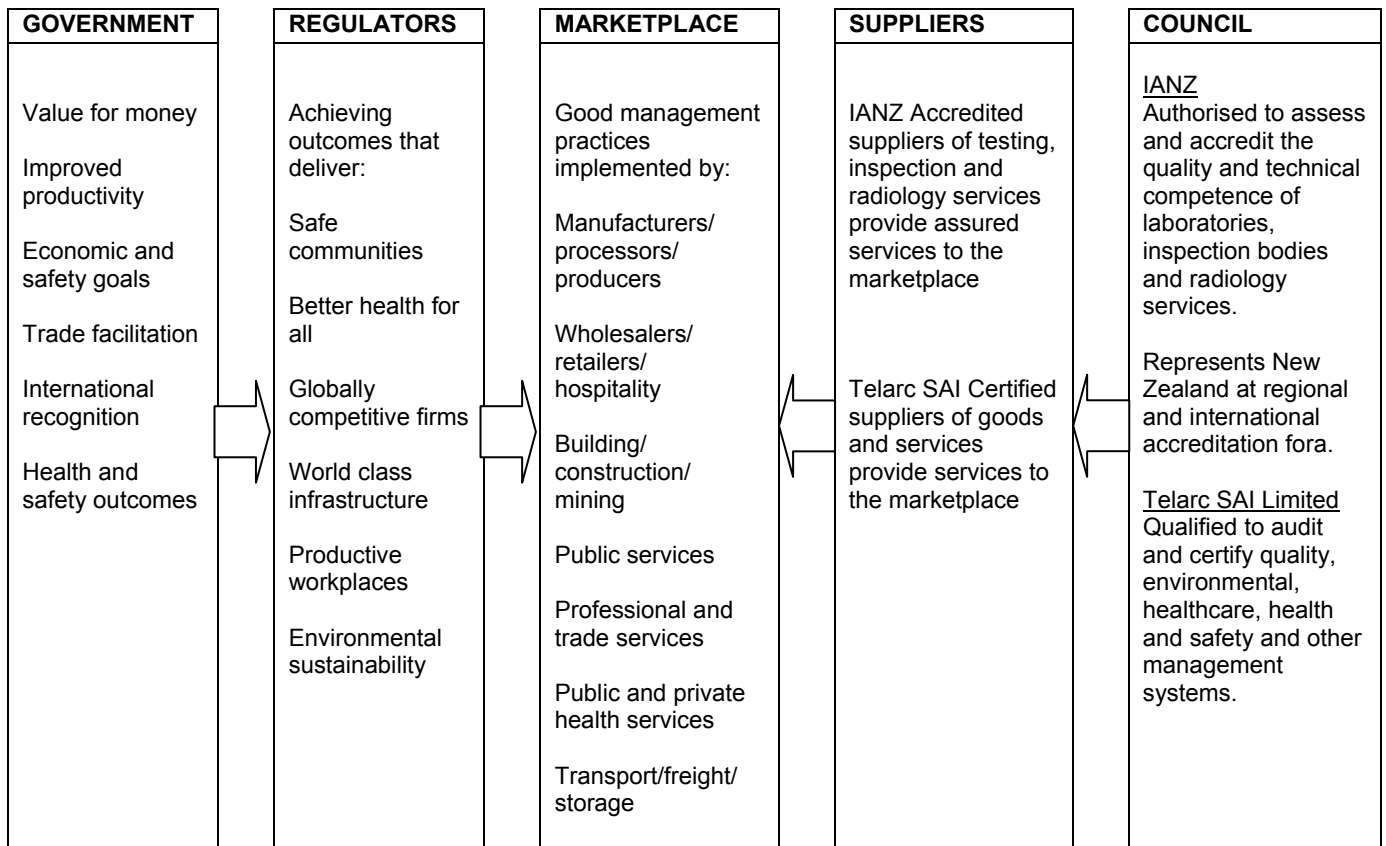
### Output

To achieve these outcomes, Council provides independent, credible accreditation and certification services. (See Appendix 3 for details)

### Impact

The impact of the Council's outputs is shown in Figure 2.

**Figure 2: The impact of the Council's outputs on Government expectations**



## 5 OPERATING INTENTIONS

### Contributing to Government’s Outcomes

The Intermediate Outcomes are Government Outcomes, for which individual regulators are responsible. While IANZ contributes to these Government/regulatory deliverables, the real outcomes for the Council are the “impacts” that it has. These impacts are enduring outcomes for both the short and medium term, and contribute to the overall Government outcomes.

#### Outcome Safe communities

Intermediate Outcomes	Impacts	Outputs
Safe food, water and other consumables	Assurance of accurate testing of foods, drinking-water, pests and diseases, waters, drugs and pharmaceuticals, etc	IANZ Accreditation of 366 chemical/biological testing laboratories
Safe electronic and electrical products	Assurance of accurate testing of electrical and electronic goods	IANZ Accreditation of 13 electrical safety testing laboratories
Safe and reliable infrastructures	Assurance of accurate testing of pressure equipment, flammable materials, textiles, vehicle safety belts, construction and roading materials, assemblies for construction, etc	IANZ Accreditation of 108 mechanical testing laboratories
Safe food and water	Competent inspection of food handling practices and drinking water delivery services	IANZ Accreditation of 26 food inspection bodies
Effective national biosecurity	Competent inspection processes implemented at New Zealand’s borders	IANZ Accreditation of 4 MAF Biosecurity New Zealand inspection service
Safe buildings and equipment	Competent inspection of plant and equipment, including fire sprinklers and alarms, boilers, pressure vehicles, lifts, cranes, off-shore structures, etc	IANZ Accreditation of 56 engineering inspection bodies
Safe use of gas cylinders	Accurate testing of gas cylinders	IANZ Accreditation of 44 gas cylinder testing stations
Safe use and storage of explosives	Effective and efficient processes for handling explosives	Assessing ERMA Approved Handlers of explosives ( <i>number included in the 366 given previously</i> )
Safe and healthy workplaces	Effective and efficient processes for managing safe and healthy workplaces	Telarc SAI Certification of 50 workplace health and safety management systems to national standards
Safe roads	Effective and efficient processes for building roads	Telarc SAI Certification of 10 roading construction contractors to Transit New Zealand quality standards
Safe rail operations	Effective and efficient processes for operating rail systems	Telarc SAI Certification of 40 rail safety operating systems to New Zealand Transport Agency requirements
Safe workplaces	Effective and efficient processes for managing safe workplaces	Telarc SAI Independent audits for 420 ACC workplace safety programmes

## Outcome Better health for all

Intermediate Outcomes	Impacts	Outputs
Accurate diagnostics	Assurance of accurate medical testing	IANZ Accreditation of 325 medical testing laboratories
Accurate diagnostics	Assurance of accurate medical imaging	IANZ Accreditation of 444 laboratories providing radiology services
Accurate diagnostics	Assurance of cervical cancer and breast screening programmes meeting NSU requirements	Assessment of 37 screening units (for the National Screening Unit, Ministry of Health)
Effective and efficient healthcare in public and private hospitals	Assurance of healthcare providers meeting Ministry of Health requirements	Quality Health New Zealand accreditation and audits of 490 healthcare providers

## Outcome Globally competitive firms

Intermediate Outcomes	Impacts	Outputs
New Zealand organisations operating to international standards of performance	New Zealand operating an internationally recognised accreditation scheme	Membership of the international and regional accreditation fora
Removal of technical barriers to trade	Acceptance of accredited laboratory and inspection reports by regulators in New Zealand and overseas	Mutual Recognition Arrangements with 53 economies
Acceptance of IANZ accredited test reports by regulators in markets serviced by New Zealand exporters	Assurance of accurate testing of export meat and dairy products	IANZ Accreditation of 131 laboratories testing meat and dairy products for export
Ease of access for New Zealand wool exports into overseas markets	Acceptance of IANZ accredited test reports by regulators in markets serviced by New Zealand exporters	IANZ Accreditation of 14 laboratories testing wool for export
Ease of access for New Zealand manufactured products into the European market	Acceptance of IANZ accredited test reports by regulators in markets serviced by New Zealand exporters	IANZ Registration of 20 laboratories testing for CE Mark and to OECD GLP Guidelines
Increased New Zealand trading capacity	Effective trade agreements with other economies	Technical assistance to government free trade negotiations (on a funded basis)
New Zealand organisations operating to best international standards	Effective and efficient processes for managing quality systems	Telarc SAI certification of 1,634 quality management systems to ISO 9001 Standard and Q-Base Code

## Outcome World class infrastructure

Intermediate Outcomes	Impacts	Outputs
New Zealand maintaining a world class accreditation authority	Retention of accreditation body status and MRA signatory status by IANZ	IANZ compliance to ISO/IEC 17011
New Zealand maintaining a world class conformance assessment service	Retention of certification body status by Telarc SAI	Telarc SAI compliance to ISO/IEC 17021
New Zealand maintaining an integrated standards and conformance infrastructure	Effective and efficient standards and conformance practises in New Zealand	Full participation in the New Zealand standards and conformance infrastructure

## Outcome Productive workplaces

Intermediate Outcomes	Impacts	Outputs
New Zealand products manufactured to specification	Assurance of accurate testing of fuels and gases, petroleum, ores and minerals, metals and alloys, inorganic materials, paints and coatings, etc	IANZ accreditation of chemical/biological testing laboratories ( <i>number included in the 366 given previously</i> )
New Zealand manufacturers compliant with international standards of weights and measures	Assurance of accurate calibration of weights and measures, temperatures and precision measuring instruments, testing machines, pressure and vacuum measuring devices, tools and production machinery, etc	IANZ accreditation of 91 calibration laboratories
Effective and efficient building consent process	Competent building consent authorities	IANZ assessment of 80 Building Consents Authorities (for the Department of Building and Housing)
Organisations working efficiently and effectively	Sound understanding of accreditation and certification standards and of operating requirements	New Zealand Quality College training courses delivering 2,188 trainee days

## Outcome Environmental sustainability

Intermediate Outcomes	Impacts	Outputs
Cleaner air	Assurance of accurate testing of air quality and gas emissions	IANZ Accreditation of chemical testing laboratories ( <i>number included in the 366 given previously</i> )
Reduced environmental impacts	Effective and efficient processes for managing environmental systems	Telarc SAI Certification of 215 environmental management systems to ISO 14001 Standard
Reduced carbon footprint	Effective and efficient processes for managing carbon emissions	Telarc SAI assessments to CarboNZero requirements

## **Assisting Policy Agencies and Regulators**

Frequently policy agencies and regulators mandate accreditation or certification as the means of ensuring requirements are being met and for monitoring progress. This, in turn, assists these bodies to achieve the outcomes they require to meet government's priorities.

Regulators have worked with IANZ to ensure accreditation provides robust, rigorous recognition of competence, in areas critical to the regulators' area of responsibility. Utilising IANZ accreditation in this way avoids duplicate assessments of the same organisations by different agencies and assists in delivering the regulatory outcome in the most effective, cost efficient manner. The details of how IANZ contributes to regulators are shown in the list of impacts on the previous pages in this section.

Through the Regulators' Forum, facilitated by the Ministry of Economic Development, IANZ works closely with other standards and conformance bodies to develop understanding and opportunities for policy agencies and regulators to apply accreditation to meet the outcomes they are working towards.

Regulators with whom the Council regularly networks are listed in Appendix 1. IANZ has a number of enduring Memoranda of Understanding with several regulatory agencies. These are progressively reviewed over a ten year time-frame. Work is currently being progressed with MAF and NZFSA.

IANZ is striving to grow its programme extensively over the next five years, particularly in conjunction with regulatory requirements in a way that will meet their needs.

## **Trade Facilitation**

Overseas regulators require assurance that imported products comply with specific requirements. In most instances, testing in an accredited laboratory is a prerequisite for market access. Most of New Zealand's exports (e.g. dairy products, meat, wool, petroleum oil, aluminium, steel, etc.) have to be tested to meet overseas regulatory requirements.

Since 2000, a global accreditation recognition mechanism that includes New Zealand has been in operation and Mutual Recognition Arrangements link 68 accreditation authorities in 53 economies; this means that tests from accredited laboratories and accredited inspection reports are acceptable to other accreditation authorities. Government-to-Government Free Trade Agreements are now directly linked to this arrangement so that Council can assist in facilitating trade in most of our export goods. Council will also ensure that the overseas assurance requirements do not impose prohibitive practices upon New Zealand exporters.

The OECD community has developed its own specific requirements for the acceptance of field trial data for veterinary medicines and agricultural chemicals. IANZ is the New Zealand Good Laboratory Practice (GLP) compliance monitoring authority to meet these OECD requirements.

## **Working with other Accreditation Authorities**

The special relationship between New Zealand and Australia under the Closer Economic Relationship (CER) is supported by a sound working relationship IANZ has with counterpart accreditation authorities, NATA and JAS-ANZ. With NATA, which is the Australian equivalent to IANZ, comparisons on operating performance are made through regular benchmarking exercises; and frequent exchanges on technical matters between senior managers are made. IANZ and NATA also collaborate at regional and international accreditation fora on common matters affecting the viability of accreditation within CER.

Regular dialogue will also continue with JAS-ANZ on matters that will advance accreditation in New Zealand.

Within Asia, the New Zealand Quality College will continue to provide training in accreditation standards and processes to accreditation bodies in Hong Kong, Singapore and Brunei.

## **Promoting Conformity Assessment Practices**

This is a crucial role for the Council. A considerable amount of information about the accreditation and certification processes has been produced over many years and regularly updated. This information is freely available electronically on the websites of IANZ, Telarc SAI and New Zealand Quality College. Wider distribution of this information through other media will be developed this year. Staff will continue to attend industry seminars and conferences throughout the year to maintain good communications through the associations involved and their members.

All specific and supplementary criteria publications that assist IANZ accreditation were reviewed and, where necessary, updated during the 2008-2009 year. New criteria for medical testing and radiology accreditation will be published in 2009-2010.

## 6 STATEMENT OF SERVICE PERFORMANCE

### IANZ Accreditation

**Goal 1 To cost effectively provide authoritative, independent recognition of laboratories, inspection bodies and radiology practices**

#### Objectives 2009-2010

- 1.1 Full ISO/IEC 17011 compliance maintained
- 1.2 Achieve 95% customer retention
- 1.3 Complete BCA Stage 2 accreditation by 30 June 2010
- 1.4 Complete plan for NZFSA Food Safety accreditation programme by 2010
- 1.5 Commence development of two new accreditation programmes with regulators by 30 June 2010
- 1.6 Achieve TNS customer satisfaction rating of 8.0 by 2011 (placing IANZ in the top 10% of global industrial service providers for customer satisfaction).
- 1.7 Complete scheduled accreditation assessments as follows:

<b>IANZ Assessment Units Forecast</b>	<b>08-09 Forecast</b>	<b>09-10 Budget</b>	<b>10-11 Estimate</b>	<b>11-12 Estimate</b>
<b>Accreditation Programme</b>				
Testing Laboratories	662	665	676	683
Metrology & Calibration Laboratories	88	90	91	92
Medical Testing Laboratories	346	332	325	320
Radiology Services	410	433	444	453
Inspection Body	98	103	107	146
Building Consent Authorities	80	80	80	80
OECD GLP Compliant Laboratories	15	15	15	16
Conformity Assessment Body	5	6	5	5
Proficiency Testing Provider	3	3	3	3
<b>TOTAL</b>	<b>1,707</b>	<b>1,727</b>	<b>1,746</b>	<b>1,898</b>

*A full register of accredited laboratories, inspection bodies and radiology practices is available on [www.ianz.govt.nz](http://www.ianz.govt.nz). NB one laboratory can have several assessments units. For example, a medical testing laboratory (one accreditation) could be accredited for biochemistry, haematology and microbiology (three assessment units).*

For most testing and calibration sectors IANZ accredits all laboratories. Thus growth in numbers is limited. As new laboratory standards are developed globally (typically over a five year time frame), IANZ will implement the new standard as part of the accreditation process. Small levels

of growth are expected in the Radiology Accreditation Programme and the Inspection Body Accreditation Programme.

The following table sets out accreditation benchmarks with other overseas accreditation authorities (2008 figures).

Accreditation authority	laboratories	inspection bodies
DANAK Denmark	147	44
IANZ New Zealand	600	135
NATA Australia	2767	118
RvA Netherlands	301	112
SAC Singapore	259	11
SANAS Sth Africa	840	106
UKAS United Kingdom	1481	268

Relative to population size, IANZ has accredited the greatest number of laboratories and inspection bodies compared to other benchmarked nations. Currently there are no instances of IANZ recognising an organisation as competent, and for the organisation then later to be found not to be competent. The regular international evaluation of IANZ contributes in this regard.

<b>International Evaluations of IANZ</b> (every two years)	<b>2007</b>	<b>2009</b>
No. of non-conformities	3	0
<b>No. of negative media/press reports reflecting on the IANZ accreditation process</b>	<b>2008</b>	<b>2009</b>
	0	0

## **Goal 2 To achieve breakeven on IANZ core business**

### **Objectives 2009-2010**

- 2.1 Achieve gross margin of 42% (moving to financial breakeven in later years) on all IANZ programmes.
- 2.2 Reduce costs by \$500,000 (compared to 08/09 budget) through efficient and cost effective service provisions
- 2.3 Compliance with OAG pricing requirements

### **IANZ Accreditation Financial Forecast**

	<b>07-08</b> <b>Actual</b>	<b>08-09</b> <b>Forecast</b>	<b>09-10</b> <b>Budget</b>	<b>10-11</b> <b>Estimate</b>	<b>11-12</b> <b>Estimate</b>
Revenue	5,822,566	5,005,760	5,455,991	5,741,991	5,914,251
Expenditure	5,685,400	5,483,156	5,384,133	5,506,133	5,638,280
Net revenue	137,166	(477,396)	71,858	235,858	275,971

**Goal 3 To provide a cost effective trade facilitation mechanism and access to overseas markets through acceptance of test reports from IANZ accredited organisations by overseas regulators**

**Objectives 2009-2010**

- 3.1 Maintain ILAC/APLAC/EA MRA recognition status
- 3.2 IANZ accredited organisations recognised by accreditation authorities in 53 economies

**Trade Facilitation Financial Forecast**

	<b>07-08 Actual</b>	<b>08-09 Forecast</b>	<b>09-10 Budget</b>	<b>10-11 Estimate</b>	<b>11-12 Estimate</b>
Expenditure	572,542	570,318	371,137	379,137	386,163
Net Revenue (Deficit)	(572,542)	(570,318)	(371,137)	(379,137)	(386,163)

**Telarc SAI Limited**

**Goal To be the sustainable leading provider of assurance services in New Zealand**

**Objectives 2009-2010**

**Telarc SAI Forecast - Assessment Units**

<b>Programme</b>	<b>08-09 Forecast</b>	<b>09-10 Budget</b>	<b>10-11 Estimate</b>	<b>11-12 Estimate</b>
Quality Management Systems	1,696	1,500	1,400	1,350
Environmental Management Systems	224	224	235	245
Health Sector Management Systems	433	455	480	500
Other	926	925	920	920
<b>TOTAL</b>	<b>3,279</b>	<b>3,104</b>	<b>3,035</b>	<b>3,015</b>

*NB. Organisations certified by Telarc SAI to ISO 9001 and ISO 14001 are registered on [www.jas-anz.com.au](http://www.jas-anz.com.au). A decline in ISO 9000 certifications is expected as a result of the economic downturn*

**Telarc SAI Financial Forecast**

	<b>07-08 Actual</b>	<b>08-09 Forecast</b>	<b>09-10 Budget</b>	<b>10-11 Estimate</b>	<b>11-12 Estimate</b>
Revenue	7,184,387	7,503,439	6,935,239	6,995,735	7,220,500
Expenditure	7,407,288	7,056,909	6,351,135	6,409,943	6,583,385
Net revenue	(222,901)	446,530	584,104	585,792	637,115

## New Zealand Quality College

**Goal**            **To promote good management practices through the delivery of training courses that support the Council’s accreditation and certification services**

### Objectives 2009-2010

1.2.1 Prepare two new training courses for regulatory activities in 2009/10 and 2010/11.

1.2.2 Complete NZQC trainee days as follows:

<b>Programme</b>	<b>07-08 Actual</b>	<b>08-09 Forecast</b>	<b>09-10 Budget</b>	<b>10-11 Estimate</b>	<b>11-12 Estimate</b>
Public	1339	876	950	980	1078
In-house	294	1034	418	528	838
Overseas	719	864	820	870	920
<b>Total</b>	<b>2352</b>	<b>2,774</b>	<b>2,188</b>	<b>2,378</b>	<b>2,836</b>

*NB. A 20% reduction in training days is expected as a result of the economic downturn*

### New Zealand Quality College Financial Forecast

	<b>07-08 Actual</b>	<b>08-09 Forecast</b>	<b>09-10 Budget</b>	<b>10-11 Estimate</b>	<b>11-12 Estimate</b>
Revenue	853,101	832,482	897,439	905,439	925,752
Expenditure	714,431	766,870	792,464	794,464	813,531
Net revenue	138,760	65,612	104,975	110,975	112,221

## 7 STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June	2008 Actual \$	2009 Forecast \$	2010 Budget \$	2011 Estimate \$	2012 Estimate \$
<b>IANZ Accreditation Services</b>					
Revenue	5,822,566	5,005,760	5,455,991	5,741,991	5,914,251
Less Cost	5,685,400	5,483,156	5,384,133	5,506,133	5,638,280
Net Revenue / (Deficit)	137,166	(477,396)	71,858	235,858	275,971
<b>Training and Other Services</b>					
Revenue	853,101	832,482	897,439	905,439	925,752
Less Cost	714,431	766,870	792,464	794,464	813,531
Net Revenue / (Deficit)	138,670	65,612	104,975	110,975	112,221
<b>National Recognition Services</b>					
Revenue					
Less Cost	572,542	570,318	371,137	379,137	386,163
Net Revenue / (Deficit)	(572,542)	(570,318)	(371,137)	(379,137)	(386,163)
<b>Telarc SAI Limited Certification services</b>					
Revenue	7,184,387	7,503,439	6,935,239	6,995,735	7,220,500
Less Cost	7,407,288	7,056,909	6,351,135	6,409,943	6,583,385
Net Revenue / (Deficit)	(222,901)	446,530	584,104	585,792	637,115
<b>Consolidated</b>					
Total Revenue	13,860,054	13,341,681	13,288,669	13,643,165	14,060,503
Less Total Cost	14,379,661	13,877,253	12,898,869	13,089,677	13,421,359
Net Revenue / (Deficit)	(519,607)	(535,572)	389,800	553,488	639,144
Interest Income					
IANZ	226,962	70,398	40,000	40,000	40,000
Telarc SAI Ltd	51,426	24,861	30,000	30,000	30,000
Total Interest Income	278,388	95,259	70,000	70,000	70,000
<b>Net Operating Surplus / (Deficit) for the Period</b>	(241,219)	(440,313)	459,800	623,488	709,144
Less Minority share of Surplus / (Deficit)	(28,503)	117,848	153,526	153,948	166,779
<b>Net Operating Surplus / (Deficit) for the Period - IANZ Share</b>	(212,716)	(558,161)	306,274	469,540	542,365

## 8 STATEMENT OF MOVEMENT IN EQUITY

For the year ended 30 June	2008 Actual \$	2009 Forecast \$	2010 Budget \$	2011 Estimate \$	2012 Estimate \$
<b>Equity at 1 July</b>	<b>3,184,898</b>	<b>2,943,679</b>	<b>2,444,442</b>	<b>2,827,479</b>	<b>3,373,993</b>
Net operating surplus for the period	(241,219)	(440,313)	459,800	623,488	709,144
<b>Total recognised revenues and xpenses</b>	<b>(241,219)</b>	<b>(440,313)</b>	<b>459,800</b>	<b>623,488</b>	<b>709,144</b>
Less dividend paid		(58,924)	(76,763)	(76,974)	(83,390)
<b>Total Equity</b>	<b>2,943,679</b>	<b>2,444,442</b>	<b>2,827,479</b>	<b>3,373,993</b>	<b>3,999,747</b>
<b>Deduct Minority interest in Telarc SAI Ltd</b>					
Brought Forward	250,000	221,497	280,421	357,184	434,158
Share of Surplus	(28,503)	117,848	153,526	153,948	166,779
Less Dividend paid		(58,924)	(76,763)	(76,974)	(83,390)
<b>Total Minority interest in Telarc SAI Ltd</b>	<b>221,497</b>	<b>280,421</b>	<b>357,184</b>	<b>434,158</b>	<b>517,547</b>
<b>Testing Laboratory Registration Council Equity at 30 June</b>	<b>2,722,182</b>	<b>2,164,021</b>	<b>2,470,295</b>	<b>2,939,835</b>	<b>3,482,200</b>
<b>Total Equity</b>	<b>2,943,679</b>	<b>2,444,442</b>	<b>2,827,479</b>	<b>3,373,993</b>	<b>3,999,747</b>

## 9 FORECAST STATEMENT OF FINANCIAL POSITION

As at 30 June	2008 Actual \$	2009 Forecast \$	2010 Budget \$	2011 Estimate \$	2012 Estimate \$
<b>Equity</b>					
<b>Opening General Funds</b>					
<u>IANZ Shareholders</u>					
Opening Equity	2,934,898	2,722,182	2,164,021	2,470,295	2,939,835
Surplus / (Deficit) attributable to IANZ shareholders	(212,716)	(558,161)	306,274	469,540	542,365
Closing Balance	2,722,182	2,164,021	2,470,295	2,939,835	3,482,201
<u>Minority Share in Telarc SAI Ltd</u>					
Opening Balance	250,000	221,497	280,421	357,184	434,158
Minority share of Telarc	(28,503)	117,848	153,526	153,948	166,779
Dividend paid / declared		(58,924)	(76,763)	(76,974)	(83,390)
Closing Balance	221,497	280,421	357,184	434,158	517,547
Prior year dividend to SAIG					
<b>Total Equity</b>	<b>2,943,679</b>	<b>2,444,442</b>	<b>2,827,479</b>	<b>3,373,993</b>	<b>3,999,747</b>
<b>Represented by:</b>					
<b>Current Assets</b>					
Cash and cash equivalents	43,542	177,507	178,725	182,559	202,431
Short term Deposits investments	2,376,746	1,460,000	1,950,000	2,760,000	3,530,000
Trade and other Receivables	1,849,451	2,106,089	2,009,047	1,966,738	1,966,336
Other financial assets : prepayments	342,396	238,500	244,000	246,000	249,000
<b>Total Current Assets</b>	<b>4,612,135</b>	<b>3,982,096</b>	<b>4,381,772</b>	<b>5,155,297</b>	<b>5,947,767</b>
<b>Non Current Assets</b>					
Property Plant and Equipment	483,941	413,645	347,645	245,645	203,645
<b>Total Non Current Assets</b>	<b>483,941</b>	<b>413,645</b>	<b>347,645</b>	<b>245,645</b>	<b>203,645</b>
<b>Intangibles</b>					
Computer Software	263,484	273,625	304,625	215,625	136,625
<b>Total intangible Assets</b>	<b>263,484</b>	<b>273,625</b>	<b>304,625</b>	<b>215,625</b>	<b>136,625</b>
<b>Total Assets</b>	<b>5,359,560</b>	<b>4,669,366</b>	<b>5,034,042</b>	<b>5,616,567</b>	<b>6,288,037</b>
<b>Liabilities</b>					
<b>Current Liabilities</b>					
Fees in advance	1,100,782	887,000	815,000	815,000	435,000
Trade and other payables Payable	810,362	769,300	780,000	789,000	1,180,000
Dividend payable to SAI Global		58,924	76,763	76,974	83,390
Provision for Employee Entitlements	504,737	509,700	534,800	561,600	589,900
<b>Total Current Liabilities</b>	<b>2,415,881</b>	<b>2,224,924</b>	<b>2,206,563</b>	<b>2,242,574</b>	<b>2,288,290</b>
<b>Total Liabilities</b>	<b>2,415,881</b>	<b>2,224,924</b>	<b>2,206,563</b>	<b>2,242,574</b>	<b>2,288,290</b>
<b>Total Net Assets</b>	<b>2,943,679</b>	<b>2,444,442</b>	<b>2,827,479</b>	<b>3,373,993</b>	<b>3,999,747</b>

The 2009 year saw a small drop in reserves, largely offset by an increase in the cash position. Reserves are expected to be \$1,950,000 by the end of the 2010 financial year (\$2,376,746 at 30 June 2008). Current Assets are expected to drop from \$4.6 million to \$4.0 million at 30 June 2009. Return on assets in June 2008 was (- 4.0%), and is forecast at 6.1% for 30 June 2010.

## 10 STATEMENT OF CASHFLOWS

For the year ended 30 June

	2008 Actual \$	2009 Forecast \$	2010 Budget \$	2011 Estimate \$	2012 Estimate \$
<b>Cash Flows From Operating Activities</b>					
Cash provided from:					
Revenues from services provided	11,742,892	13,156,824	13,302,929	13,680,773	14,061,860
Interest	278,222	118,259	67,000	67,000	67,000
GST					
	<u>12,021,114</u>	<u>13,275,083</u>	<u>13,369,929</u>	<u>13,747,773</u>	<u>14,128,860</u>
Cash applied to:					
Suppliers	6,229,099	7,230,494	6,473,199	6,351,801	6,538,850
Employees	7,437,595	6,426,918	6,056,370	6,314,076	6,459,209
GST	64,714	61,899	(20,782)	(8,701)	(6,045)
	<u>13,731,408</u>	<u>13,719,311</u>	<u>12,508,787</u>	<u>12,657,176</u>	<u>12,992,014</u>
<b>Net Cash Flows From Operating Activities</b>	<b><u>(1,710,294)</u></b>	<b><u>(444,228)</u></b>	<b><u>861,142</u></b>	<b><u>1,090,597</u></b>	<b><u>1,136,846</u></b>
<b>Cash Flows From Investing Activities</b>					
Cash provided from sale of Property Plant & Equipment	65,224	100,175	0	0	0
Cash provided from sale of Intangible assets	3,703				
Cash Applied to Minority Dividend			58,924	76,763	76,974
Cash applied to purchase Intangible assets (Computer software)	174,007	159,137	180,000	60,000	70,000
Cash applied to purchase Intangible assets (Client lists)	(2,546)				
Cash applied to purchase of Property Plant & Equipment	199,509	279,591	131,000	140,000	200,000
	<u>(302,043)</u>	<u>(338,553)</u>	<u>(369,924)</u>	<u>(276,763)</u>	<u>(346,974)</u>
<b>Net Cash Flows From Investing Activities</b>	<b><u>(302,043)</u></b>	<b><u>(338,553)</u></b>	<b><u>(369,924)</u></b>	<b><u>(276,763)</u></b>	<b><u>(346,974)</u></b>
<b>Net Increase (Decrease) in Cash Held</b>	<b>(2,012,337)</b>	<b>(782,781)</b>	<b>491,218</b>	<b>813,834</b>	<b>789,872</b>
Plus Opening Cash	4,432,625	2,420,288	1,637,507	2,128,725	2,942,559
<b>Closing Cash Balance</b>	<b><u>2,420,288</u></b>	<b><u>1,637,507</u></b>	<b><u>2,128,725</u></b>	<b><u>2,942,559</u></b>	<b><u>3,732,431</u></b>
Cash and Bank	43,542	177,507	178,725	182,559	202,431
Short Term Investments	2,376,746	1,460,000	1,950,000	2,760,000	3,530,000
<b>Closing Cash Balance</b>	<b><u>2,420,288</u></b>	<b><u>1,637,507</u></b>	<b><u>2,128,725</u></b>	<b><u>2,942,559</u></b>	<b><u>3,732,431</u></b>

## 11. STATEMENT OF RECONCILIATION OF REPORTED OPERATING SURPLUS WITH NET CASH FLOW FROM OPERATING ACTIVITIES

For the year ended 30 June	2008 Actual \$	2009 Forecast \$	2010 Budget \$	2011 Estimate \$	2012 Estimate \$
Net surplus (deficit) from operations	(241,219)	(440,313)	459,800	623,488	709,144
Depreciation & Amortisation	707,719	398,708	346,000	391,000	391,000
Total non cash items	<u>707,719</u>	<u>398,708</u>	<u>346,000</u>	<u>391,000</u>	<u>391,000</u>
Add/ (less) movement in working capitals items					
<i>Plus/ (Less ) Movement in Working Capital</i>					
Decrease (increase) in Receivables	(8,409)	(107,377)	91,542	40,309	(2,598)
(Decrease) increase in Payables	(15,831)	(300,209)	(61,300)	9,000	11,000
(Decrease) increase in employee entitlements	60,124	4,963	25,100	26,800	28,300
(Decrease) increase in other provisions	(2,217,790)	0	0	0	0
<b>Working capital movements - net</b>	<u>(2,181,906)</u>	<u>(402,623)</u>	<u>55,342</u>	<u>76,109</u>	<u>36,702</u>
<i>Add (less) items classified as investing activities</i>					
Net loss (gain) on disposal of Property Plant & Equipment	5,214	0	0	0	0
Net loss (gain) on disposal of Intangibles	(102)				
<b>Net Cash Flow from Operating Activities</b>	<u>(1,710,294)</u>	<u>(444,228)</u>	<u>861,142</u>	<u>1,090,597</u>	<u>1,136,846</u>

## **12 ORGANISATIONAL HEALTH AND CAPABILITY**

### **Quality Improvement**

Inherent in the operating standards adhered to by IANZ and Telarc SAI (see page 8) is the implementation of sound quality management practices based on ISO 9001. To ensure full compliance is maintained, six-monthly internal assessments are conducted. Any corrective actions required will be addressed and remedied prior to the next assessment.

### **Assurance of Performance**

The Baldrige Criteria for business excellence have been adopted by IANZ to help focus on delivering value to customers and driving improvements to organisational effectiveness and capability, with a target of 350 by 30 June 2010. A procedure for benchmarking and recording the necessary data has been prepared and will be implemented from 1 July 2009. A full review of all expenditure has been carried out and measures put in place to reduce total costs to customers, while still undertaking all necessary accreditation assessments.

### **Employer of Choice**

The Council aims to be an employer of choice. Sound human relations principles are applied, and the Baldrige Criteria is used to monitor progress. The Council consistently maintains low staff turnover, with the annual goals set at 7% or below.

### **Equal Employment Opportunities**

Gender equality is evident in the Council with equal numbers of males and females currently employed. With ethnicity, half the staff numbers are New Zealand Pakeha, the other half a mix of European, Maori, Pacific Island and Asian descent. Sound employment policies are in place, particularly in regard to recruiting suitable personnel for performing the accreditation and certification functions, their induction, training, ongoing development and retention. Procedures are in place to ensure all staff and job applicants are treated equally. Full job descriptions are provided for each position and key performance indicators set annually in conjunction with managers. These are formally reviewed annually, with informal review at six months.

### **Staffing**

Recruiting sufficiently qualified and experienced people to be trained as assessors remains difficult. Current assessment and support services staff numbers are adequate to meet work requirements for 2009-2010 and no new assessment positions are required. Longer term, new IANZ accreditation assessor positions may be necessary as new programmes currently under evaluation are activated. Current staff numbers are appropriate for the steady incremental growth

that is normal for accreditation. New programmes take at least twelve months to develop, and IANZ will continue to increase staffing levels with real growth in activity. Telarc SAI Limited utilises a number of contract auditors, and also has scope to deal with growth in environmental management systems certification.

With considerably more emphasis being placed by the Council on financial and management reporting, IANZ and Telarc SAI corporate services have been strengthened by the appointment of a Commercial Manager at the beginning of 2009.

Emphasis on the Baldrige Criteria allows the Council to develop and maintain a high level of excellence as a place to work. In addition, the Council looks to continue its record of zero complaints of staff discrimination and unethical behaviour, and zero major injuries to staff. As the process of training accreditation assessors takes a minimum of six months, loss of any key staff creates significant issues for management. The Council has set conservative targets on staff retention, and these continue to be achieved.

**Figure 3: Staff Numbers at 30 June**

	<b>07-08</b>	<b>08-09</b>	<b>09-10</b>	<b>10-11</b>	<b>11-12</b>
IANZ	49	44	44	44	44
Telarc SAI	38	32	32	32	32
<b>TOTAL</b>	<b>87</b>	<b>76</b>	<b>76</b>	<b>76</b>	<b>76</b>

## **Staff Improvement**

A learning and development programme ensures that all staff have the required skills required to perform their roles. New appointees are inducted in to all aspects of the organisation and, for new assessors; comprehensive training is given in the accreditation or certification processes. Opportunities for quality improvement are monitored and implemented on an on going basis.

## **Technical Support**

IANZ is fully reliant on a large team of technical experts from industry, universities, government agencies, etc to complete the accreditation process. Many of these people are volunteers and enable IANZ to offer accreditation at a much lower cost than similar bodies overseas. In addition, Professional Advisory Committees for each of the seven accreditation programmes set technical standards that ensure robust and rigorous accreditation outcomes. Highly qualified people from industry, technical, commercial, regulatory, health care and administrative sectors are involved as members of these committees. This ongoing technical support is vital to sound accreditation in New Zealand.

## **Accommodation and Administration**

Separate rental accommodation is maintained by IANZ and Telarc SAI. Common administration facilities for Information Technology and Finance are shared between the two organisations. This corporate administration function is provided by IANZ, with Telarc SAI purchasing these services on an annual fee basis.

## **13 CONSULTATION AND REPORTING**

### **Relationship with the Minister of Commerce**

The Council's financial and operational performance is reported annually to Parliament. The Council is user-funded and receives no Crown funding for its operations.

A Memorandum of Understanding between the Minister of Commerce and Council, agreed annually, has established the expectations of performance and identifies the Outcomes the Council contributes to. The MoU also acknowledges that the Council is required to act independently in carrying out its accreditation and certification functions. All elements of the MoU are incorporated within this Statement of Intent.

Each quarter, the Minister will be provided with a written summary of performance and analysis of financial situation quarterly. Comment on emerging and significant issues will be included when applicable.

The Ministry of Economic Development, which monitors the delivery of the Council's outcomes, will continue to be regularly advised by IANZ on all ongoing operational issues.

## **APPENDIX 1**

### **Reliable Health Services**

#### **Medical Testing**

Primary health care, for most of the population, is the first point of contact for the prevention, diagnosis, treatment and ongoing management of many conditions that are a burden on the national health system and New Zealand society. Medical testing laboratories are influential in managing the health of New Zealanders, and the reliability of test results is assured with IANZ accreditation. Over 23 million tests of medical samples are performed annually by IANZ accredited laboratories.

The major funding providers for medical testing, District Health Boards and Accident Compensation Corporation, specify that medical testing laboratories be accredited by IANZ to ensure reliability of tests. Private insurers are moving towards the same requirement.

#### **Reliable Radiology Practises**

The New Zealand radiology fraternity have embraced IANZ accreditation as the assurance of quality they require to deliver a high and consistent standard of outputs and outcomes. New technologies being introduced to New Zealand and a growing demand for quality assurance in the health industry is encouraging more and more radiology services to seek IANZ accreditation.

#### **Effective Cervical and Breast Screening**

The Ministry of Health, through its National Screening Unit (NSU), promotes high quality cervical screening, breast screening, and assessment and treatment services. Under the National Cervical Screening Programme and BreastScreen Aotearoa, NSU Service Providers deliver these services and are audited once every three years by IANZ.

#### **Safe Health and Disability Services**

Quality and safety are crucial to ensuring the public has trust and confidence in the health system. The Ministry of Health's goals to achieve a system that operates efficiently and delivers clinically sound health and disability support services are supported by Telarc SAI certification services.

There are 400 hospitals, rest homes, residential disability homes and allied health services that are assessed by **Quality Health New Zealand** (the health services division of Telarc SAI).

The **Quality Health New Zealand** standard, used to provide continual quality improvement in District Health Boards, private surgical hospitals and hospices, was replaced in 2008 by the ISQua accredited international EQUiP 4 standard. This is a much improved evaluation and quality improvement tool for those organisations that participate in this voluntary scheme. EQUiP 4 is seen as having much wider application than the earlier standard and is being promoted to other health sector providers.

## **Ensuring Safe Food**

### **Animal Products**

Animal products – dairy, meat, poultry and seafood – account for a third of New Zealand's exports and are vital to the country's economy. Under the NZ Food Safety Authority Laboratory Approval Scheme, 75 laboratories that carry out microbiological and chemical testing of animal products are accredited by IANZ. Dairy products for domestic consumption are similarly recognised and accredited by IANZ.

Further assurance of food safety is provided through regular inspection of food safety programmes by 26 IANZ accredited inspection bodies.

### **Domestic Food Regulation**

New Zealand is moving to a new domestic food regulatory regime to enhance the safety and suitability of the food available to consumers. Proposals for the new food regime have been generated by New Zealand Food Safety Authority, which includes IANZ accrediting the technical competence requirements for food safety inspection bodies.

### **Drinking-water Standards**

Drinking-water standards, introduced by the Ministry of Health in 2007, are aimed at better protecting public health by improving the quality of drinking-water provided to communities. Currently, 90 IANZ accredited testing laboratories are recognised by the Ministry to carry out testing and other procedures to demonstrate compliance with the water standards. Fourteen bodies inspecting drinking-water facilities are also accredited by IANZ and recognised by the Ministry of Health.

### **Achieving Environmental Standards of Performance**

Laboratories accredited by IANZ have an important part in ensuring environmental criteria are met, with a wide range of tests regularly performed for such things as fumes and emissions, atmospheric pollution, effluents and trade waste, sewage, waters, air and soils. Most laboratories providing these tests are accredited by IANZ.

The Australian Greenhouse Office is also utilising accreditation and requires products sourced from New Zealand that exhibit an energy efficiency label to be tested in an accredited laboratory. Post market surveillance of such products also requires them to be tested in accredited laboratories.

New Zealand businesses have been slow to adopt the ISO 14001 environmental management systems standard since it was introduced in 1994. This is now changing following recent government initiatives for environmental sustainability. **Telarc SAI** is encouraging businesses of all types and sizes to integrate the ISO 14001 standard with the ISO 9001 standard and get the best possible value from their management systems.

In addition, Telarc SAI provides promoters of the various environmental schemes with assurance that set criteria are being met. CarboNZero and Enviro-Mark NZ are such programmes where Telarc SAI is working with Landcare Research to provide independent third-party audits.

## **Keeping Communities Safe**

### **Safe Homes and Workplaces**

Inspection and testing play large parts in ensuring the safety of communities in New Zealand and IANZ accreditation programmes provide the assurance that safety standards and criteria are being met. A good everyday example is the filling of gas cylinders for barbeques, heating, SCUBA diving, etc. with filling stations being accredited by IANZ for their safe operating practices. Inspections of fire sprinkler systems and alarms, lifts, cranes and ropeways are other services that require IANZ accreditation for their continuing safe operation.

Regulations frequently require laboratories testing goods for safety aspects and bodies inspecting safety practices to be accredited. Under the HSNO Act, handlers of explosives must be approved and certified by ERMA New Zealand; IANZ is assisting ERMA with this process by assessing approved handlers to the AS/NZS ISO/IEC 17020 Standard.

### **Sound infrastructures**

In recent years, emphasis has been placed on the importance of sound infrastructures for the benefit of the economy. The easy movement of people and goods is an important factor in servicing domestic demand and moving imports and exports to and from entry and exit points. Quality of construction is amongst the key criteria insisted on by Transit New Zealand, the Government agency responsible for roading works. To ensure standards are maintained, regular testing of aggregates and bituminous materials to specification is carried out by IANZ accredited laboratories.

The mandatory assessment of contractors involved in road construction, road maintenance and structures activities to **Transit New Zealand** standards TQS1 or TQS2 is undertaken by **Telarc SAI**. In addition, contractors are encouraged to adopt the integrated quality and health and safety management system developed by **Telarc SAI** (*Telarc Q-Safe Roading & Civil Code*), which allows small to medium sized operators to meet Transit's requirements of TQS1 and Operate Safe programmes.

Safety is also paramount in the operation of railways and tramways. **Telarc SAI** undertakes regular, supplementary and special safety audits of organisations operating rail sidings, tramways, etc as a requirement for obtaining a Rail Service Licence issued by the **New Zealand Transport Agency**.

### **Reliable Materials**

The reliability of materials, such as aluminium, steel, plastic and timber for fabrication is essential in construction, as are paints used to preserve and protect structures. Testing of fabricated

products to ensure adherence to standards and specification requires accuracy that is assured through laboratories accredited by IANZ.

### **Reliable Equipment**

In the workplace, inspection of pressure equipment, cranes and passenger ropeways is essential for the safety of workers and the public. Similarly, the inspection of pressure vessels, pipelines and off-shore structures is essential for their continuing safe operation. The competence of the inspection body is assured with annual IANZ accreditation assessments.

### **Efficient Biosecurity**

Biosecurity is the protection of New Zealand's economy, environment and people's health from pests and diseases. The responsible agency, MAF Biosecurity New Zealand (MAFBNZ), has four sites inspecting products and commodities, plants and facilities, international mail, and processing passengers and vessels, all of which are accredited by IANZ. Two MAFBNZ biological testing laboratories are also IANZ accredited.

In addition, MAFBNZ authorises Independent Verification Agencies (IVA) to undertake import and plant export certification; IANZ inspection body accreditation is mandatory for IVA.

## **Workplaces Achieving High Standards**

### **Sound Management Systems**

Having sound management systems is essential for business performance and by launching the ISO 9000 series of standards for quality management systems in 1987, IANZ (then trading as Telarc New Zealand) introduced an effective way for New Zealand businesses to perform to best international practices. This was followed by the ISO 14001 standard for environmental management systems in 1994. Just under a million organisations in 175 countries are now certified to ISO 9000 and 155,000 organisations in 148 countries are certified to ISO 14001.

In New Zealand, the number of certifications for ISO 9001 has reduced marginally but has grown for ISO 14001. Organisations have now had considerable experience in operating quality management systems and are confident in their ability to self-assess and not involve a third-party certifier. This presents a barrier to market growth for Telarc SAI.

### **Efficient Building Consent Authorities**

Greater consistency in regulatory building control across New Zealand is being advanced by the Department of Building and Housing Building Consent Authority accreditation scheme, which commenced in 2007. This is being implemented in three stages, with Stage One completed by the March 2009 deadline when all 80 applicants were accredited by IANZ to the required basic set of standards. Stage Two, involving assessments of management systems as part of the accreditation, is scheduled to be completed by November 2010. Stage Three, involving the qualifications of building consent personnel, is scheduled for completion in November 2013.

### **Training in Best Practices**

Good management practices in laboratories, inspection bodies and radiology services are essential for accredited organisations to achieve the high performance standards required for accreditation. Understanding the requirements of standards and how to apply them in the workplace is provided by a series of training courses presented by the New Zealand Quality College, the training body of IANZ. The frequency of courses is dictated by the level of interest and varies from year to year.

## **Easier Market Access for New Zealand Goods**

### **Assisting Free Trade Agreements**

Providing technical assistance to the Ministry of Economic Development and the Ministry of Foreign Affairs and Trade in trade negotiations is an important function of IANZ in ensuring any technical barriers to trade are removed. In recent years IANZ has been involved with officials on the New Zealand/China Trade and Economic Cooperation Framework and with establishing agreement between the P4 group of Pacific Rim countries – New Zealand, Singapore, Brunei and Chile. Future involvement will be with the USA joining the P4 group; and with new negotiations with India, Japan and South Korea as they are scheduled.

IANZ has established mutual recognition arrangements for laboratory testing with accreditation bodies in all of these economies.

### **Mutual Recognition Arrangements**

Assisting New Zealand exporters by making it easier for New Zealand goods to move freely across borders is a primary role of IANZ. There are now 68 accreditation bodies in 53 economies with whom IANZ has established mutual recognition arrangements for the acceptance of reports from accredited laboratories and inspection bodies. This is vital for New Zealand trade with other economies and IANZ, through its membership of both International Laboratory Accreditation Cooperation (ILAC) and Asia Pacific Laboratory Accreditation Cooperation (APLAC), ensures the best interests of New Zealand are represented and protected at regional and international levels.

### **OECD Good Laboratory Practice**

Under the Compliance Monitoring Programme developed by the Organisation for Economic Cooperation and Development (OECD), facilities testing chemicals such as pharmaceuticals, pesticides, veterinary medicines, industrial chemicals, food additives and cosmetics are required to be registered as a Good Laboratory Practice (GLP). There are 15 facilities in New Zealand that operate in this specialist non-clinical health and environmental safety testing sector. IANZ is the national authority for this programme and represents New Zealand on the Working Group on GLP.

## CE Safety Mark

CE (European Conformity) Mark is a safety mark for a range of products being traded within Europe. IANZ is the New Zealand Designated Authority for CE Marking of testing and calibration laboratories and inspection bodies, of which there are five facilities presently registered for this mark in New Zealand.

## Regulators

Regulators with whom the Council regularly networks include:

- **Accident Compensation Corporation** on the competencies of medical testing laboratories and radiology services
- **MAF Biosecurity New Zealand** to help prevent harmful organisms from crossing New Zealand's borders
- **Department of Building and Housing** on further development of standards and assessments for Building Consent Authority accreditation
- **Ministry of Economic Development** on expanding access for New Zealand goods into overseas markets; and on promoting best management practices for New Zealand businesses
- **Ministry for the Environment** on helping to ensure New Zealand's environmental sustainability
- **ERMA New Zealand** on helping to ensure the safe handling of dangerous goods
- **New Zealand Food Safety Authority** on the development of standards for the safe handling of domestic and export foods
- **Ministry of Health** on maintaining effective screening and colposcopy services, medical testing laboratories, radiology services, District Health Boards and other healthcare and health and disability providers, and drinking water systems
- **Department of Labour** on helping to ensure health and safety at work, in public places and at home
- **Land Transport New Zealand** on helping to ensure vehicle safety
- **Transit New Zealand** on helping to ensure a soundly based roading infrastructure throughout New Zealand.

## APPENDIX 2

### ACCREDITATION AND CERTIFICATION STANDARDS

#### IANZ Accreditation

<b>Sector programme</b>	<b>Standard</b>	<b>Title</b>
Laboratory, testing and calibration	NZS ISO/IEC 17025	General requirements for the competence of testing and calibration laboratories
Laboratory, medical testing	NZS ISO 15189	Medical laboratories – Particular requirements for quality and competence
Inspection body	AS/NZS ISO/IEC 17020	Requirements for inspection body accreditation in New Zealand
Radiology	New Zealand Code of Radiology Practise	
Good Laboratory Practice Compliance	The OECD principles of Good Laboratory Practice	

#### Telarc SAI Certification

<b>Sector programme</b>	<b>Standard</b>	<b>Title</b>
Quality management	ISO 9001	Quality management systems – Requirements
	Telarc Q-Base Code	
Environmental management	ISO 14001	Environmental management systems - Requirements with guidance for use
Health and safety management	AS/NZS 4801	Occupational health and safety management systems - Specifications with guidance for use
	Telarc SAI Workplace Safety Code	
Integrated management	Telarc SAI Q-Safe Code	Integrated quality and health & safety management systems for small to medium sized enterprises
Roading	TQS1 & TQS2	Transit New Zealand requirements
	Telarc SAI Q-Safe Roading and Civil Code	

## Quality Health New Zealand Certification

<b>Sector programme</b>	<b>Standard</b>	<b>Title</b>
Healthcare	EQuIP 4	Evaluation and quality improvement programme
Health and disability	NZS 8134	Health and disability sector standards
	NZS 8141	Restraint minimisation and safe practice
	NZS 8142	Infection control
	NZS 8143	National mental health sector standard
Healthcare service providers	NZS 8156	Ambulance and paramedical services
	NZS 8158	Home and community support sector standard
	NZS 8165	Rooms/office based surgery and procedures
	NZS 8171	Allied health services sector standard
	SNZ PAS 8170	Primary healthcare practice management systems

## APPENDIX 3

### ACCREDITATION AND CERTIFICATION EXPLAINED

#### Accreditation

Accreditation requires organisations to meet exacting conditions of technical competence in seven areas of their operations, facilities and procedures.

##### **1 Personnel**

The agency must be managed and staffed by personnel with appropriate technical qualifications. Staff must also have significant experience in their fields of inspection and testing, a thorough understanding of the scientific principles underlying their work and sound operational and managerial skills. The evaluation of laboratory staff expertise is a major component of the IANZ accreditation process.

##### **2 Accommodation and Environment**

Many measurement and test procedures must be carried out under tightly controlled environmental conditions or in sterile or electromagnetically screened accommodation. Accreditation of an organisation is dependent upon its accommodation and environmental controls found to be appropriate for its work.

##### **3 Inspection, Test and Measurement Procedures**

Accreditation is available only for validated inspection and test methods that are known to produce reliable results. An IANZ accredited organisation must implement rigorous quality control procedures to demonstrate the ongoing validity of their test and inspection methods. It must also properly determine its uncertainties of measurement and its limits of detection.

##### **4 Test Equipment**

An accredited laboratory or inspection body must use test and measuring equipment as specified in its validated test methods. This equipment must be well maintained and regularly calibrated. Such calibrations must, where appropriate, be traceable to the New Zealand national standards of measurement maintained by the Measurement Standards Laboratory under the authority of the Measurement Standards Act 1992.

##### **5 Reference Standards and Materials**

An accredited organisation must be equipped with an appropriate range of reference measurement standards and reference materials sufficient to be able to demonstrate the accuracy of its tests and measurements. These essential quality control materials must have demonstrated traceability to appropriate international standards.

## **6 Records and Reports**

An accredited laboratory or inspection body must maintain complete records of its inspections and tests and must issue reports in formats that meet international standards for such documents.

## **7 Quality Management**

An accredited laboratory or inspection body must implement a quality management system that is essentially in compliance with the requirements of ISO 9001: 2000.

## **An Accredited Organisation**

Any organisation providing inspection, testing or measurement services may apply for accreditation under the Testing Laboratory Registration Act (1972). The organisation is subjected to a searching assessment of its expertise, facilities, resources, operations, procedures and quality systems by a team of independent, technical experts accompanied by an IANZ accreditation assessor. Technical experts are selected for their personal expertise in the specific field involved. They are drawn from industry, academic institutions, research associations, government and private sector bodies in both Australia and New Zealand.

When full compliance with the accreditation criteria is achieved, the organisation is formally accredited by IANZ and may then be referred to as an Accredited Laboratory, Accredited Radiology Service, Accredited Inspection Body, or Accredited Calibration Laboratory, as appropriate.

Accredited organisations are subjected to annual reassessments to ensure that they continue to comply with the accreditation criteria. More frequent reassessments are carried out if necessary.

It should be noted that accreditation does not constitute a blanket endorsement of all of an organisation's activities. Accreditation is granted only for specific types of work in which the organisation has demonstrated its expertise. This work is defined in the organisation's Scope of Accreditation which is published on the IANZ website: [www.ianz.govt.nz/directory](http://www.ianz.govt.nz/directory). It is also printed in a schedule to each accredited organisation's certificate of accreditation, copies of which should be available from the organisations themselves.

## **Certification**

Certification/registration is when an independent and competent third party certifies that a product, service, system, process or material conforms to specific requirements.

The most well known examples are the certification of quality management systems and environmental management systems as conforming, respectively, to ISO 9000 and ISO 14000 standards.

Almost one million organisations in 175 countries are certified with quality management systems that comply with ISO 9001, and 155,000 organisations in 148 countries are certified with environmental management systems that comply with ISO 14001.

In the ISO 9001 and ISO 14001 context, "certification" and "registration" are used interchangeably and they both mean the same thing. One term is preferred over the other depending on the country. Likewise, the bodies that issue ISO 9001 or ISO 14001 certificates are referred to in some countries as "certification bodies" and in others as "registration bodies" or "registrars".

The International Organisation for Standardisation (ISO), as the publisher of standards, does not issue certificates of conformity to any standard; these are issued by certification/registration bodies, which are independent of ISO and of the businesses they certify. There is over 1,000 certification or registration bodies worldwide.

The world association of Conformity Assessment Accreditation Bodies, the International Accreditation Forum, Inc. (IAF), requires that certification/registration bodies accredited by IAF accreditation body members comply with one of the international ISO/IEC Guides 62, 65 and/or 66 and the IAF Guidance to those Guides. The guides are designed to ensure that certification/registration bodies are both competent to carry out the work involved and are operated independently of businesses that are certified.

Quality and environmental management system certification assures users and customers that the business has management systems in place that comply with ISO 9001 or ISO 14001 standards, irrespective of the business and its work. To maintain compliance, standards are monitored by regular surveillance.

Product certification is specific to a particular product produced by a particular business. Product certification assures users and regulators that the certified product complies with the standard(s) specified on the certificate. Product certification may be limited to compliance with one or more standards even though the product may be subject to many standards.

## **APPENDIX 4**

### **MANAGEMENT TEAMS**

#### **International Accreditation New Zealand**

Dr Llewellyn Richards	Chief Executive
Barry Ashcroft	General Manager - Accreditation Services
Alan Glover	Assistant General Manager – Accreditation Services Programme Manager – Applied Physics Accreditation
Jane Busby	Programme Manager – Radiology Accreditation
Phil Carter	Compliance Manager
Marc Ferguson	Commercial Manager
Geoff Hallam	Manager Technical Development and Regulatory Affairs
Anne Hofstra	Programme Manager - Biological/Chemical/Dairy Testing Accreditation
Phil Holliday	Programme Manager – Gas Cylinder Testing Accreditation
Glenn O’Leary	Manager Information Technology
Nigel Perfect	Financial Controller
Keith Towl	Programme Manager – Mechanical Testing Accreditation
Shelli Turner	Programme Manager – Medical Testing Accreditation
Dian Wilkinson	Manager Administration
Dr Greg Williams	General Manager - New Zealand Quality College
Adrienne Woollard	Programme Manager - Inspection Body Accreditation

#### **Telarc SAI Limited**

Peter Rose	Chief Executive
John Freeman	Deputy Chief Executive / Key Accounts Manager
Tony Bennett	QA Programme Specialist
Robyn Brown	General Manger, Quality Health New Zealand
John Bryden	EMS Programme Specialist
Bob Greenough	ACC/OHS Programme Specialist
Chris Jackson	Operations Support Manager

## APPENDIX 5

### GLOSSARY OF ACRONYMS

ACC	Accident Compensation Corporation
APLAC	Asia Pacific Laboratory Accreditation Cooperation
AS	Australian Standard
BCA	Building Consent Authority
BNZ	Biosecurity New Zealand
CASCO	Conformance Assessment Committee (of ISO)
CE	European Conformity
CEO	Chief Executive Officer
DHB	District Health Board
EA	European cooperation for Accreditation
EMS	Environmental Management Systems
EQulP	Evaluation and Quality Improvement Programme
ERMA	Environment Risk Management Authority
GL&IA	Government Liaison and International Affairs (IANZ)
GLP	Good Laboratory Practice
GM-AS	General Manager – Accreditation Services (IANZ)
HSNO	Hazardous Substances and New Organisms
IAF	International Accreditation Forum
IANZ	International Accreditation New Zealand
IEC	International Electrotechnical Commission
ILAC	International Laboratory Accreditation Cooperation
ISQua	International Society for Quality in Health Care Inc
ISO	International Organisation for Standardisation
IVA	Independent Verification Agency
JAS-ANZ	Joint Accreditation System of Australia and New Zealand

MAF	Ministry of Agriculture and Forestry
MAPSS	Measurement and Product Safety Service
MoH	Ministry of Health
MoU	Memorandum of Understanding
MRA	Mutual Recognition Arrangement
MSL	Measurement Standards Laboratory
NSU	National Screening Unit
NZFSA	New Zealand Food Safety Authority
NZQC	New Zealand Quality College
NZS	New Zealand Standard
OECD	Organisation for Economic Cooperation and Development
OHS	Occupational Health and Safety
QA	Quality Assurance
QHNZ	Quality Health New Zealand
TQS	Transit New Zealand Quality Standard

## **APPENDIX 6**

### **OFFICES**

#### **Testing Laboratory Registration Council**

*See International Accreditation New Zealand*

#### **International Accreditation New Zealand**

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