

QUALITY ASSURANCE STATEMENT

The quality of Council's activities during the year was demonstrated by:

1. Level of Community Satisfaction

A number of the performance measures contained within the Annual Report are based on measures of opinions expressed by members of the public in the annual community survey.

The professionally-designed survey was conducted among randomly selected members of the community. The survey has a statistical accuracy of plus or minus 5.5%. The questionnaire was prepared by the National Research Bureau, who also carried out the telephone interviews and analysed the results.

The community survey satisfaction targets recorded within this report are expressed as a percentage of the total number of persons surveyed who both responded to the particular question and expressed an opinion. Benchmarks have been established from prior surveys.

The survey is a valuable and reliable tool in identifying the community's views on the quality of the various services provided by Council. This helps Council to plan for future activities and improvements to the services it provides.

The survey was conducted in accordance with the Quality Assurance Programme below.

2. Quality Assurance Programme

The essential elements of this programme followed by Council Officers to ensure that work is carried out to required standards are:

(a) Materials

The quality of materials is achieved by ensuring that qualified staff in a particular field are involved. At times, it may be necessary for the goods to be inspected, tested and certified at the factory. This is to ensure that they comply with appropriate NZ standards.

(b) Supervision

The work is supervised by a person with relevant qualifications. The work is checked while in progress and upon completion to ensure that it is carried out in accordance with drawings and specifications.

The progress payments are prepared, certified by the supervisor and verified by the Divisional Manager that the work has been carried out to the standard required.

(c) Inspectoral Functions

Inspectors with relevant qualifications certify that the work has been carried out in accordance with Statutory Requirements, Council Bylaws and other relevant Codes and Regulations.