

## Model QMS changes

### Model quality management system for WoF and CoF inspecting organisations

We're making small changes throughout the Model QMS, listed below.

The updated PDF will be available from 1 October.

Page	Change
6	<p>Benefits of good performance: Review timeframe updated from five years to three years.</p> <h4>Benefits of good performance</h4> <p>While every IO will be fully reviewed at least once every <b>three years</b>, Waka Kotahi will reward good performance review results by visiting you less often. This will reduce any disruptions to your business caused by performance reviews and give certifiers confidence that they are meeting set requirements.</p>
7	<p>Routine performance reviews: changed wording, including 'action plan' updated to 'improvement plan'.</p> <h4>Routine performance reviews</h4> <p>The first two visits of a performance review are considered 'routine' by Waka Kotahi. IOs are not charged a fee for these visits.</p> <p>If we identify an area of non-compliance at your initial performance review visit we will work with you and any vehicle inspectors (VIs) to inform and educate you about how to meet our requirements.</p> <p>Waka Kotahi will provide a review outcome letter with headings outlining actions required. You'll be notified of a time period that a follow up visit may occur.</p> <p>At the follow-up visit Waka Kotahi will confirm that the <b>improvement plan</b> has been completed and that you are fully compliant with our expectations. You aren't charged for this visit either.</p> <p>If you are not fully compliant at the follow-up visit another <b>improvement plan</b> will be agreed.</p>
10	<p>1 Organisational ownership and accountability: Added bullet 'Have public liability and professional indemnity insurance'.</p> <p>Your organisation will:</p> <ul style="list-style-type: none"><li>• Delegate a named person who is responsible for the establishment, management and performance assessment of the QMS for the organisation</li><li>• Have a clear understanding of conflict of interest and how to identify it and avoid it</li><li>• Understand your obligations should a conflict of interest arise</li><li>• Have an escalation processes to address non-compliance</li><li>• <b>Have public liability and professional indemnity insurance.</b></li></ul>

18	<p>5.4 Management of technical information: Added specific technical information that must be managed, in either printed or electronic format.</p> <div style="border: 1px solid black; padding: 10px;"> <h3 style="background-color: #e1f5fe; display: inline-block; padding: 5px;">5.4 Management of technical information</h3> <p>You have a coordinated approach to managing any technical information, specifications, and manuals (such as VIRMs). Your approach ensures that technical information etc, in either printed or electronic format, is:</p> <ul style="list-style-type: none"> <li>• Updated promptly when you receive updates from Waka Kotahi</li> <li>• Stored so that you and your staff have easy access</li> <li>• Maintained in good condition</li> </ul> <p>You keep an up-to-date <a href="#">Technical information record</a></p> </div>
21	<p>6.2 Regular performance assessments: Added links to both IO and VI performance assessment checksheets.</p> <p>This means that you carry out a self-assessment at least once a year, or more often if necessary.</p> <p>You record internal performance assessments by completing both performance assessments below, which are filed with your QMS.</p> <div style="background-color: #fff9c4; padding: 5px;"> <p><a href="#">Inspection organisation performance assessment checksheet</a></p> <p><a href="#">Vehicle inspector performance assessment checksheet</a></p> </div> <p>You record any problems or opportunities to improve that you identify during internal performance assessments in your <a href="#">Improvement record</a> for follow-up.</p>
23	<p>Measuring your performance: Clarified expectation to assess performance as an IO and the performance of any VI employed.</p>

## MEASURING YOUR PERFORMANCE

As part of your QMS you are expected to regularly (at least annually) assess:

- your performance as an IO, and
- the performance of any VI you employ.

This process is known as an Internal Performance Assessment. You can do this using the Performance Assessment checklist available in the Master Records section.

