



Land Transport NZ  
Ikiiki Whenua Aotearoa



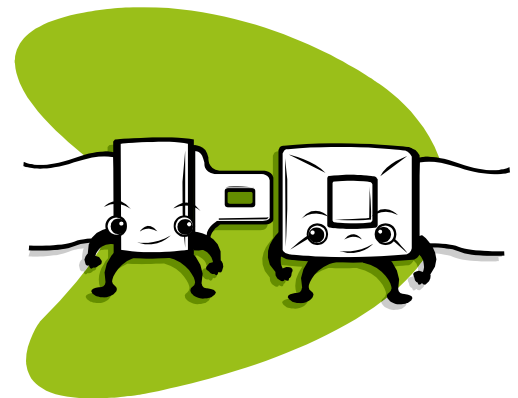
# Vehicle Certification Unit

IRTENZ Conference  
August 2006



# Vehicle Certification Unit Purpose

Contribute to improvement in the safety and sustainability of the New Zealand vehicle fleet.



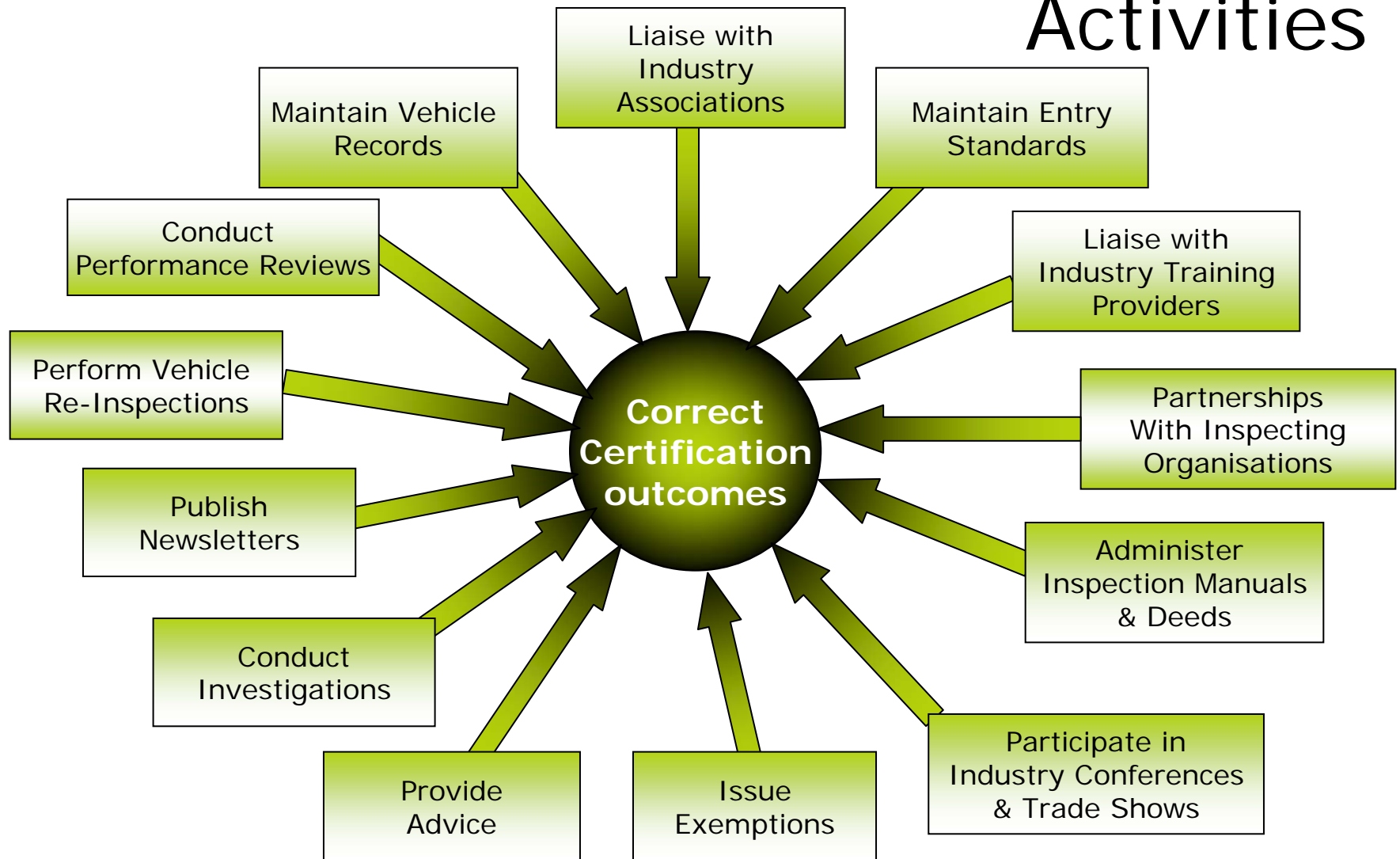
# Vehicle Certification Unit

Improvement to the standard and consistency of certification decisions.

Strong level of satisfaction in services

- Industry (including Inspection)
- Land Transport NZ and Government
- General public

# Vehicle Certification Unit Activities



# Outcome measures

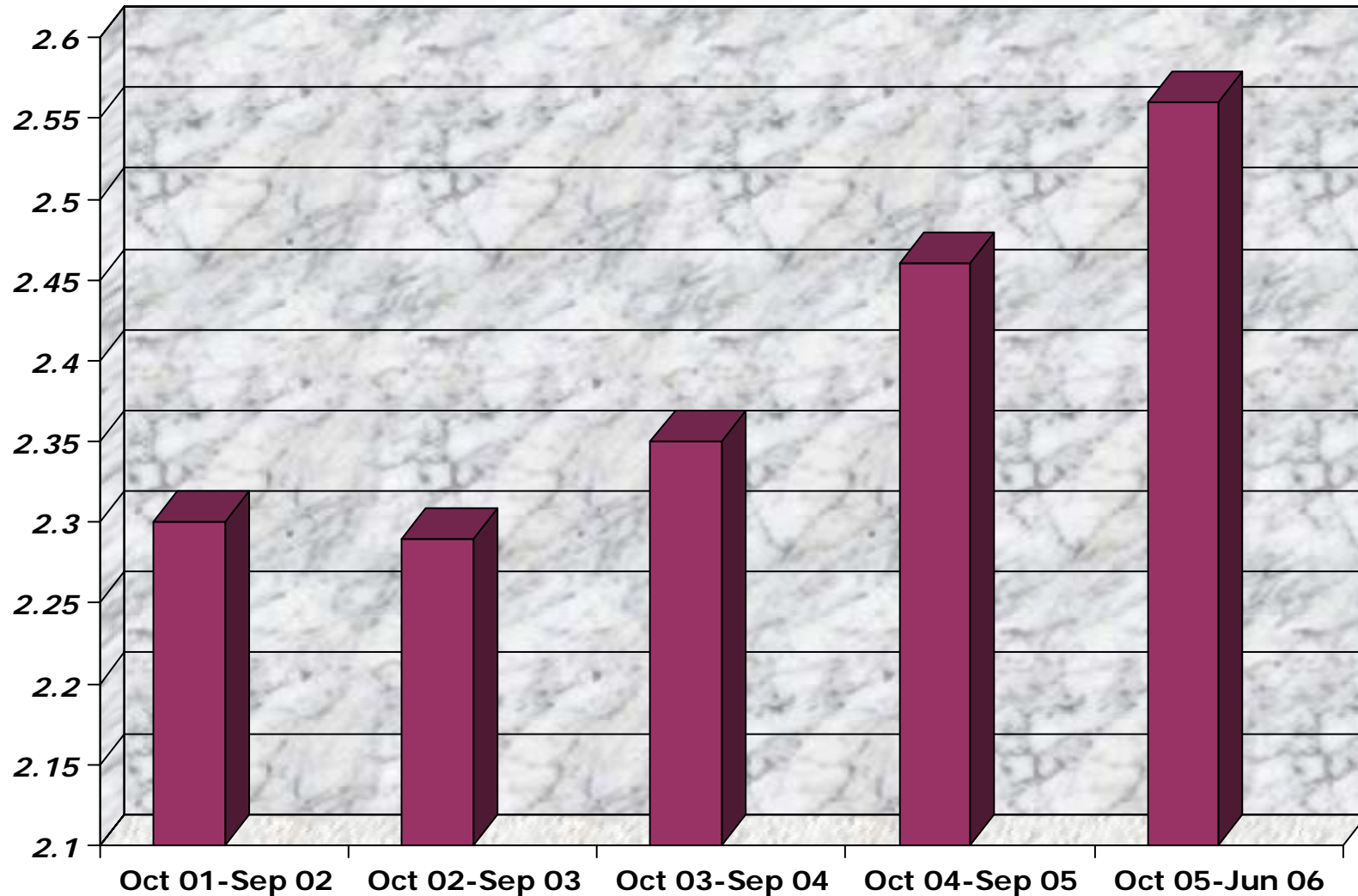
## Outcomes Supported

- LTNZ injury and fatality reduction targets
- Achievement of sustainability targets
- Maximise compliance, reasonable cost

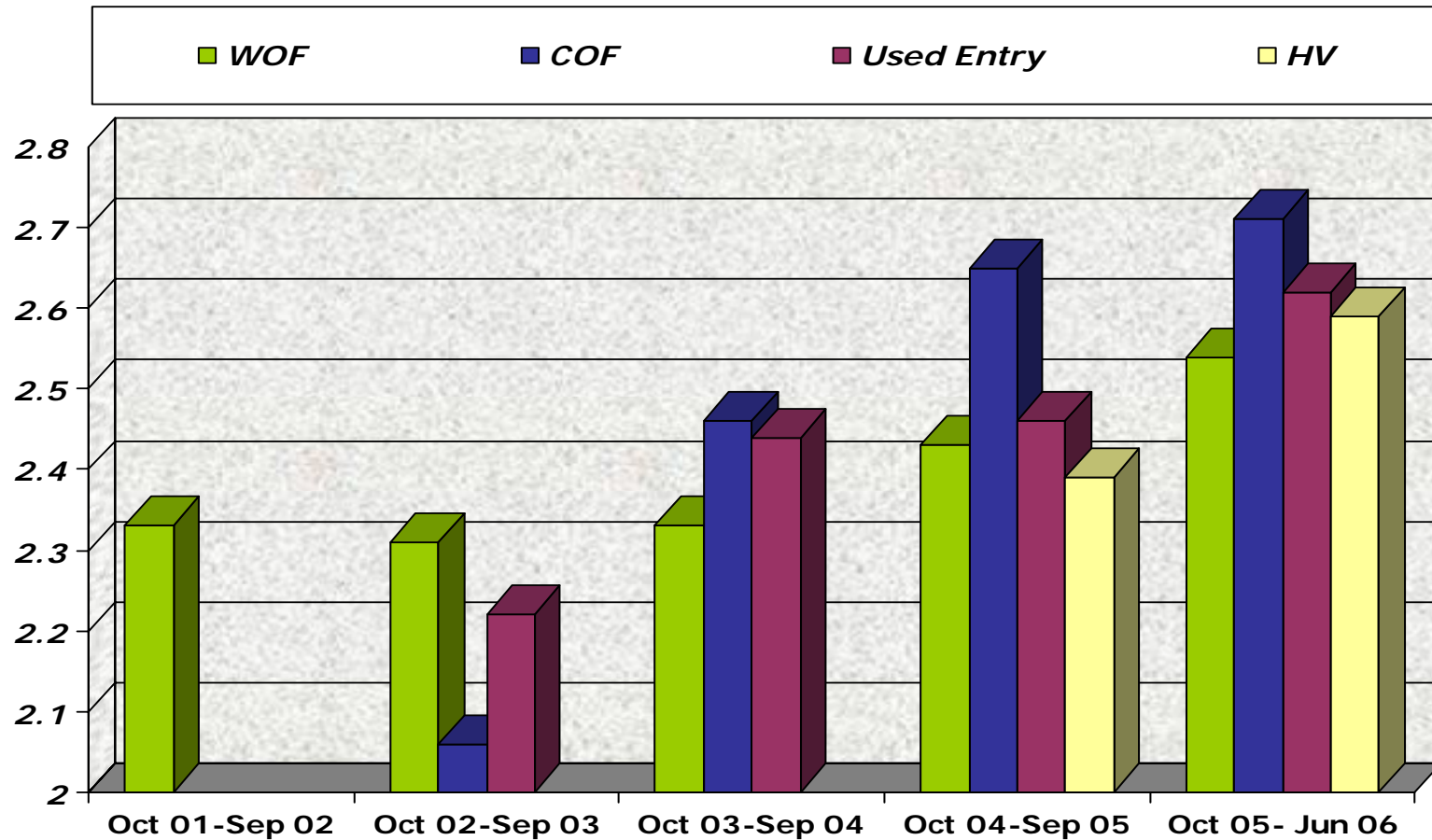
## Vehicle Certification Unit

- Performance Review System (PRS) rating

## Average score across certification groups Oct 2001 – Jun 2006



## Average score across certification groups Oct 2001 – Jun 2006



# Challenges

- Keeping standard high
- Ensuring competency of inspectors
- Working with industry and public to maintain standards
- Focusing effectiveness of the VCU



# Current position

- VCU setup phase complete
- Internal effectiveness and efficiency
- Proactive — operational policy issues
- Technical 'horsepower'
- Outcome focus change

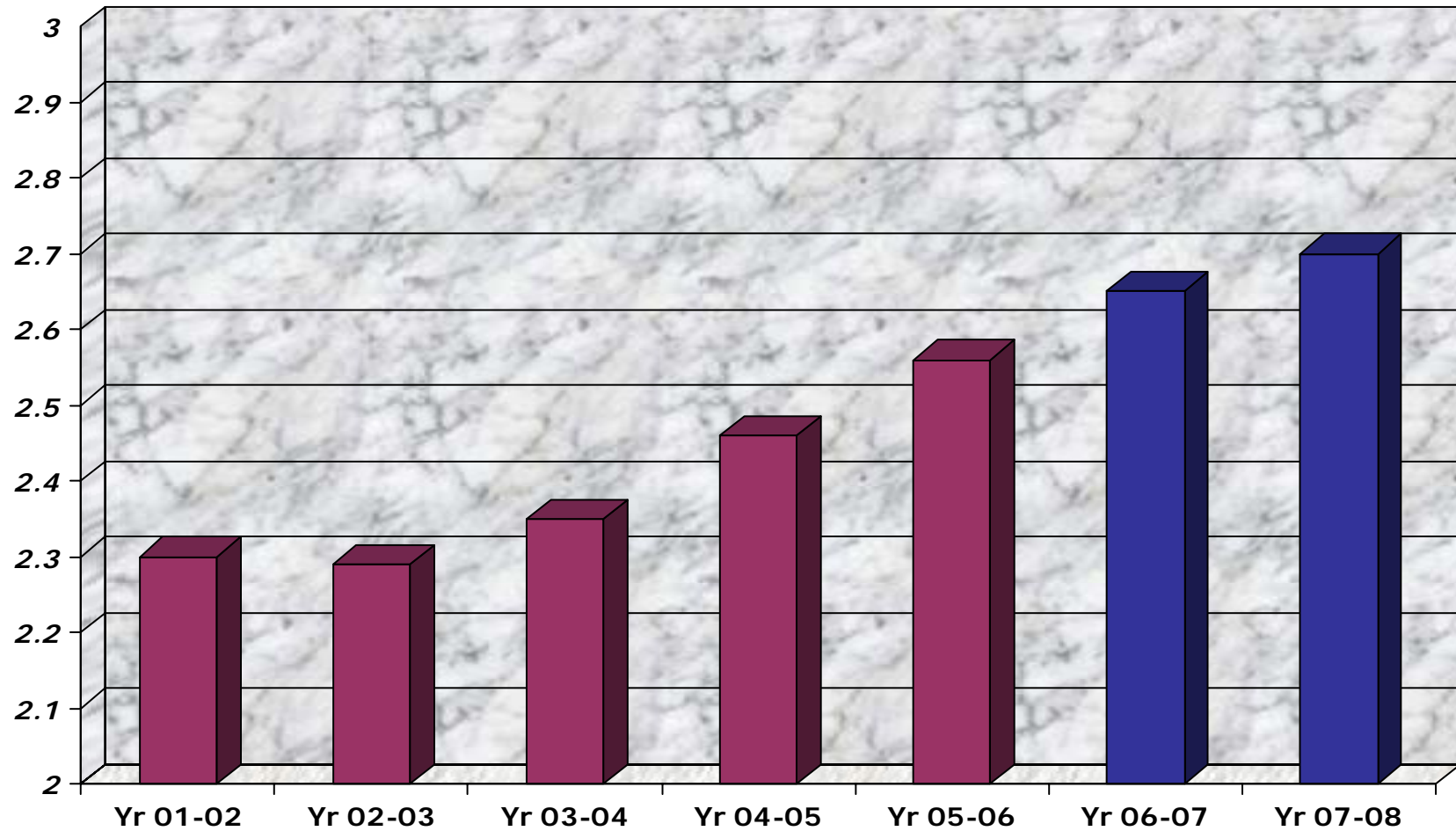
# Fitting into strategy

- Relationships — understanding industry
- Reviewers — coaching, assisting
- Adjusting organisation, systems and processes (PRS)
- Focusing efforts (eg new sites)

## Approved Sites & Inspectors/Certifiers July 2005 – June 2006

<b>Inspection Type</b>	<b>Approved Applications</b>	<b>Total Numbers</b>
Testing Stations (CoF, WoF, & Used Entry)	30	365
Garages	236	2892
Inspectors	808	7600
New HVS Certifiers	6	176

## Forecast PRS score across certification groups



# Vehicle Certification Unit Business Plan 'Top 5'

- Relationship Management
- Certification Strategy — Entry
- Heavy Vehicle Brake Rule implementation
- Inspector Competency Framework
- People & Organisation

# Relationship Management

- External — account manager
- Internal
- Market Intelligence

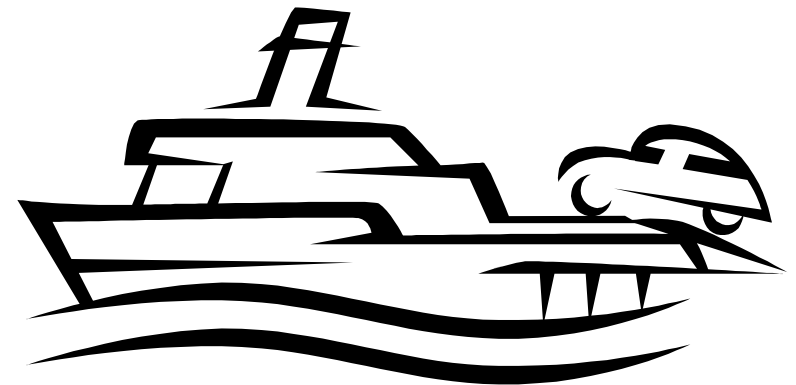


# Business Plan 'Top 5'

- Relationship Management
- Certification — Entry
- Heavy Vehicle Brake Rule
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# Certification — Entry

- Modified status quo
- MAF training / Land Transport NZ inspection
- Industry trends — Japan and NZ
- Standards, Outcomes





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# Heavy Vehicle Brake Rule

- Laden test requirement
- Enormous impact (TSDA's, owners)
- Selective testing?



## Brake type by vehicle class

Class	MD3	MD4	NB	ME	NC	TC	TD
Number	175	325	71,000	8,000	44,000	1,000	26,000
Air	0%	0%	3%	40%	75%	100%	100%
Hydraulic + Air/Hyd	100%	100%	97%	60%	25%	0%	0%
Brake defect related crashes	10%			90%			

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# Inspector Competency Framework

- Large differential in training
- Test criteria
- Industry seeking Land Transport NZ lead



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# People & Organisation

- Relationships — ‘customer service’
- Organisation structure
- Staff who are proud
- Efficient and effective



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