

Summary for Operators: Verification Services (VS) Survey of Transitional and Containment Facility Operators – 2018

1. Introduction

Many thanks to those of you who responded to this survey between 26 September and 17 October 2018. The aim of the survey was to learn about your experiences in dealing with VS. This will enable VS to continuously improve their service delivery to your sector. As part of this continuous improvement approach, you will be included in the next MPI External Stakeholder Survey, due to take place by mid-2019.

New Zealand Food Safety Verification Services (VS) are responsible for biosecurity-related audits of approximately 550 Transitional and Containment Facilities in New Zealand. There were 72 survey responses that were suitable for analysis, a response rate of approximately 16%. This level of response means that the results collected were within +/- 10.6% of the actual population result (with 95% confidence applying statistical method).

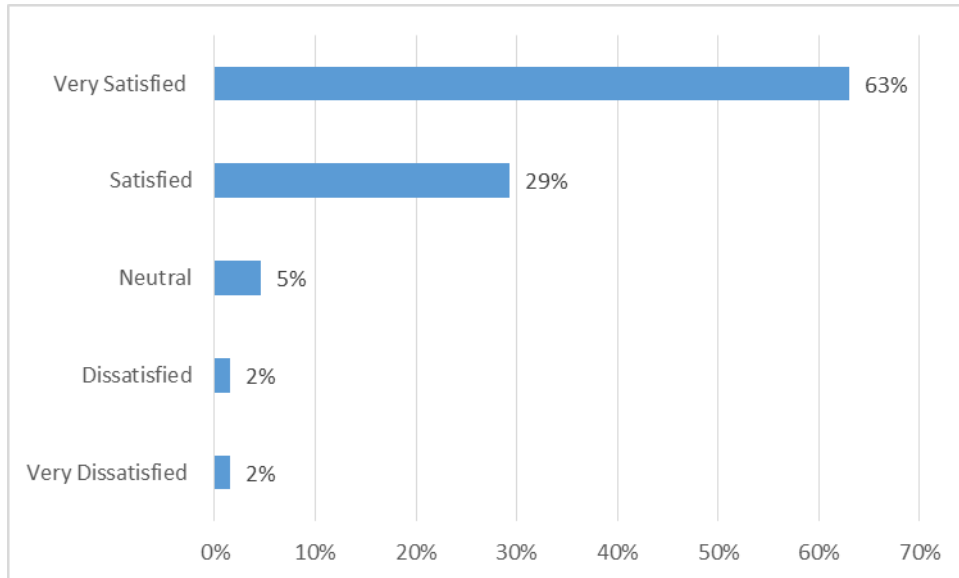
2. Key Survey Results

2.1 Satisfaction with Overall Quality of VS Services

Of 70 operator dealings with VS in the 12 months prior to the survey, 69% involved a Transitional or Containment Facility Audit. As shown in Figure 1, 92% of operators were satisfied or very satisfied with the overall quality of the VS service.

To support ongoing delivery of quality VS services to you, Biosecurity Operator Workshops will be held in four different locations during 2019 (to maximise accessibility and minimise cost of attendance). The aim will be to provide a forum for your sector to network and connect with VS about a range of verification-related topics.

Figure 1: Operator Satisfaction with Overall Quality of VS services



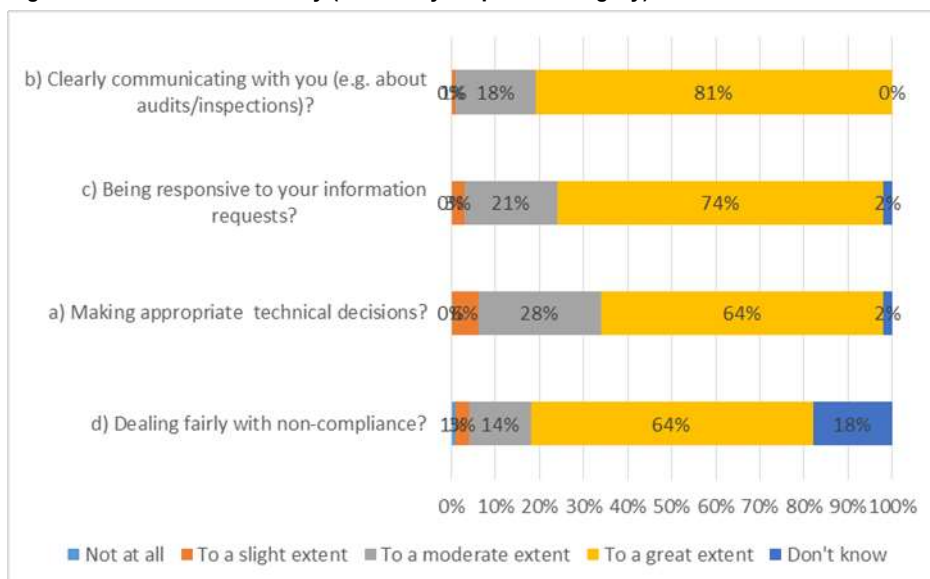
2.2 Verification Services Staff Consistency

According to the survey results, most of you who completed the survey believed that VS staff delivered consistency “to a great extent” (see Figure 2). However, there was some evidence your sector is likely to benefit from improved VS consistency in “dealing with non-compliance”.

Some proposed VS actions to improve staff consistency will be:

1. Improving verifier technical decision-making by establishing a Technical Clarifications Database for Transitional and Containment Facility verifiers.
2. Having a clearer response at facilities where serious non-compliances are identified. For example, an appropriate increase in verification frequency.

Figure 2: VS Staff Consistency (counts by response category)



2.3 Recent Interactions with VS Staff

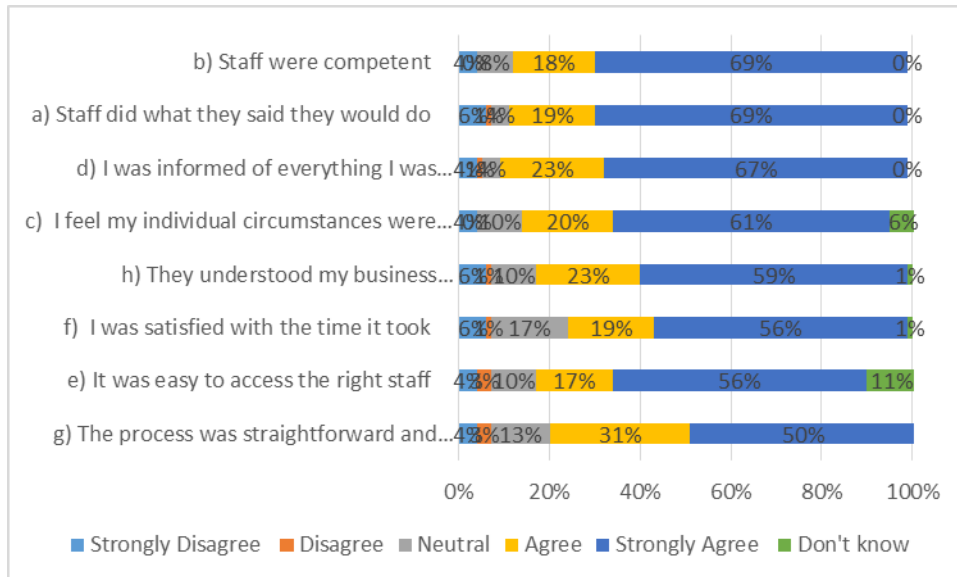
When asked to think about their most recent interaction with VS (see Figure 3), most of those who responded agreed (i.e. agreed or strongly agreed) that VS:

- Informed them of everything they were required to do (90%)
- Did what they said they would do (89%)
- Were competent (88%).

However, some aspects of VS service could benefit from extra effort, in particular:

- Improving operator satisfaction with “the time it took” (75%)
- Making it easier for operators to “access the right staff” (73%).

Figure 3: Respondent Perceptions about their most Recent Interaction with VS Staff (ranked by highest “strongly agreed” responses)



2.4 Added Value of VS Activities

Verification Services aim to increase the cost-effectiveness and therefore value, of the VS activities illustrated in Figure 4. For example, during 2019 there will be a full review of the verifier processes, to identify opportunities for improved efficiency. This is because the proportion of respondents who agreed that VS activities add value to their business was not as high as it could be.

Figure 4: Added Value of VS Activities

