

# Food Verification Agency: Quality Assurance Policy

## Purpose

The Far North District Council's Food Verification Agency (FVA) will:

- Ensure this Quality Assurance Policy is understood and implemented by staff and contractors involved in FVA activities.
- Ensure staff and contractors conform to the requirements outlined in the Quality Management System which includes the Quality Assurance Manual and associated policies, processes, and procedures.
- Ensure staff and contractors operate within the scope of services, competencies, and training.
- Ensure food verification services are delivered in a consistent, professional, effective, and efficient manner.
- Ensure a robust auditing and review process is undertaken to ensure the Quality Management System is consistently implemented and effective.
- Ensure that food verification services and activities are provided in an impartial and transparent manner. The FVA will ensure conflicts of interest are properly identified and transparently managed.

## Policy

To ensure food safety in the Far North District is of a high standard, the FVA is committed to providing high quality food verification services to customers with integrity, manaakitanga and professionalism and in accordance with the [Food Act 2014](#); [Food Regulations 2015](#) and any other relevant legislation.

Conformance with the requirements of the appropriate policies, processes and procedures outlined in the Quality Management System is mandatory for staff and contractors engaged in the provision of food verification services.

## Accountability

- The **Group Manager – Delivery and Operations** has the overall responsibility for the Food Verification Agency and the registration of the Far North District Council as a recognised agency.
- The **Manager – Compliance** has operational responsibility of the Food Verification Agency including ensuring this Quality Assurance Policy is adhered to in accordance with the Far North District Councils' status as a recognised agency.
- The **Manager – Quality** is responsible for managing the Quality Management System which includes the Quality Assurance Manual and associated policies, processes, procedures, registers, and records.
- The **Team Leader – Environmental Health Services** is responsible for ensuring staff and contractors are familiar with the Quality Management System and are actively involved in delivering the food verification services outlined therein.

## Compliance

The FVA will regularly audit their policies, procedures, and systems to ensure these have been consistently and effectively implemented. Any audit or review process will be clearly documented, and process improvements will be managed in a transparent way.

Compliance within statutory timeframes and organisational performance requirements will be regularly monitored to ensure quality food verification services are delivered.

## Monitoring

The monitoring frequency for the Quality Management System is:



**Year 1**  
Initial assessment



**Year 2**  
Surveillance  
assessment



**Year 3**  
Surveillance  
assessment



**Year 4**  
Full reassessment



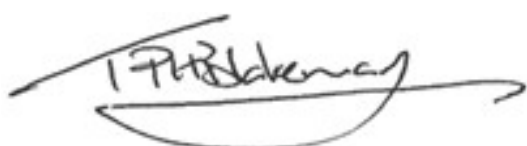
**Year 5**  
Surveillance  
assessment



**Year 6**  
Surveillance  
assessment



**Year 7**  
Full reassessment



**Trent Blakeman**  
Group Manager – Delivery and Operations

30 January 2025

**Date Reviewed**