

# Capability statement

*Prosperity and  
protection through  
trusted standards*

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## Standards New Zealand

We are New Zealand's leading developer of standards and standards-based solutions. We have been providing standardisation services since 1932 and are New Zealand's gateway to international standards development and adoption as member of the International Organization for Standardization (ISO) and secretariat supporting New Zealand's National Committee to International Electrotechnical Commission (IEC). Our role as the national Standards Body for New Zealand includes the development and maintenance of standards and providing access to standards and standards-related documents.

Standards provide potential solutions to issues, resolve problems, protect consumers, provide a means of compliance with legislation/regulation and create commercial benefits such as market access and trade opportunities. We use a robust and internationally recognised development process that relies on subject-matter experts, industry representation and widespread consultation with affected parties including public, industry and government. Our access solutions include a variety of options and formats available for purchase by users of standards through our webshop and customer support team. We also work closely with regulators to seek pre-funding and sponsorship of access to standards to support uptake and use, compliance and good practice adoption.

Standards New Zealand can play a valuable role in engaging with the sector to gain agreement and recognition of standards solutions. Standards New Zealand specialise in project managing the development of standards, stakeholder engagement, problem definition, public consultation and reaching consensus. We use a robust and internationally recognised process that relies on wide stakeholder participation, a consensus approach and widespread consultation with affected parties, including wider industry and public input.

### What are standards?

Standards are agreed specifications for products, processes, services, systems and performance requirements. Standards are developed through committees of volunteer subject matter experts from relevant industry, government, consumer, business sector and academic organisations. By setting clear expectations, and recognising and legitimising good industry practice, standards have a reputation for being credible, enjoy a high level of buy-in and compliance, and are therefore valuable regulatory and non-regulatory tools.

Standards can set acceptable levels of quality and performance. This is usually at a minimum level or a good practice benchmark. Most standards are voluntary and are developed by industry groups. Sometimes Government incorporates standards in regulations, making them mandatory.

Standards support policy objectives such as:

- **Protection and sustainability** – setting the requirements for the protection of people and the environment, and management of risk.
- **Buy-in and compliance** – the standards development process ensures that a wide range of technical views are represented, including those relating to social and economic interests. The standards therefore already have the buy-in of a wide range of stakeholders, which can help guarantee a high level of acceptance for the policy guidance or regulation.
- **Efficiency and productivity** – making use of learned practical experience and knowledge brings efficiencies, cost and time savings, and prevents duplication of effort.
- **Trade and market access** – clear quality and performance requirements enable goods and services to be accepted into different countries and markets. Many trade agreements, bilateral treaties and mutual recognition agreements are underpinned by standards, which support obligations of WTO members to reduce technical barriers to trade.
- **Quality assurance** – by providing quality management and performance requirements.

## Our value proposition

### The way we work

**Independently** // Our standards development decision making is statutorily independent, and free from undue industry, government, or political influence.

**Representatively** // Our standards development committees are made up of technical and industry subject matter experts, and consumer and government representations.

**By consensus** // We take a consensus-based standards development approach that is unbiased, representative and fair, and which achieves agreement.

**Globally connected** // We participate internationally to represent New Zealand's expertise and interests and make a valuable contribution to global needs and international standardisation.

### Our products and services

**Trusted** // Our reliably developed standards carry significant influence and credibility.

**High quality** // Our standards set requirements for quality and performance, helping to ensure that products and services are safe and fit for purpose.

**Good practice** // Our standards can help establish consistent industry practice as they are based on the combined professional skills and expertise of standards development committees.

### Benefits

**Trade** // Standards help provide assurance to support international trade, market access and economic prosperity.

**Productivity** // Standards can enable efficiency improvements and cost savings for business, helping rationalise production and service costs and satisfying consumer demands for lower cost while maintaining quality standards.

**Innovation** // Standards can serve as a catalyst for innovation by helping anchor new solutions into markets and value chains.

**Protection** // Standards support health, safety, security and well-being by setting requirements for the protection of people and the management of risk.

### International first

As a small country playing in a global market, we look to international standards first to see what solutions may help remove operational barriers for New Zealanders, and then consider whether our local environment or industries need bespoke, New Zealand-only solutions. Alignment to international standards helps provide interoperability for our industry's products and services, supporting the maintenance of existing markets and growth of new market access and trade opportunities. It also delivers the efficiency of not duplicating effort and reinventing existing solutions that exist globally.

In order to promote international standards as a potential solution for New Zealand industries, potential commissioners need to be able to research the international landscape at the initial development stage and review what solutions may already exist. Standards New Zealand have obtained agreement from a number of international standards bodies to use their standards for review and reference early in the standards development process. Standards New Zealand can also undertake research reviews to determine standards used in other jurisdictions that may be suitable. This initiative supports the development of faster, more affordable standards, with a focus on international first.

### Cost recovery

Despite being embedded inside the Ministry of Business, Innovation and Employment, Standards New Zealand does not receive direct public funding. Instead, in line with the Standards and Accreditation Act 2015, Standards New Zealand operates a full cost-recovery model, also known as 'user pays'. Standards New Zealand is required to recover from the market the costs involved in developing standards, participating in international standards development activities, representing New Zealand's standards needs and interests globally, maintaining and updating our existing standards catalogue and providing access (sales) of standards for users in New Zealand.

The costs charged to commissioners directly relate to the costs of the specific project, e.g project management and coordination, public engagement and consultation, design and publishing costs. We use revenue from sales of standards to cover other costs of our business.

### Partnered development

We can offer a partnered development model, which allows us to work collaboratively with commissioners to update and create new important standards for New Zealanders. This model provides flexible and affordable 'partnering' options for working with us and developing standards.

If a commissioning organisation is able and willing to contribute resources to a project, the partnered development model provides an option to share project management tasks with us. This allows new or updated standards to be developed at a lower cost. At the same time, this also provides benefits to that organisation in the form of our internationally aligned process and expert-led services – including independent oversight and guardianship of that standard for its lifetime.

The partnership process assigns certain tasks of the standards development process to be completed by the commissioning body in an effort to reduce the cost of commissioning the development of the standard. The tasks assigned to the commissioner are centred on the facilitation of the development meetings of the committee, and the updating of the draft with the agreed outcomes of those meetings.

The partnered development model has been popular with organisations that look to work collaboratively with us to develop New Zealand standards, while reducing their costs. This model has successfully produced several standards, including the Ministry of Health's Ngā Paerewa health standard and New Zealand's dairy herd testing standard.

## Scoping exercise – understanding the problem and potential solutions

Standards New Zealand can play a valuable role in engaging and collaborating with the wider sector to fully investigate and explore the challenges the industry is facing and what the potential solutions could be.

Completing a scoping exercise with the industry will enable appropriate engagement with key members of the sector. This allows Standards New Zealand to reach consensus on what should be included in the scope of any proposal for a standards solution. It would also help determine how different stakeholders may be impacted by changes to the standard proposed to be developed or revised. The standards solution may be, as appropriate:

- a revision of the existing New Zealand standard
- a new New Zealand standard
- a modified or identical adoption of an international standard or standards
- a combination of the above.

By holding a scoping exercise with key sector organisations, we are aiming to achieve the following:

- understand issues with the existing standard
- get the sector's feedback on the current acceptable industry practice and understand how different it might be from what is currently required
- identify and propose a standards solution to help address these issues.

The scoping exercise will aim to uncover key details that should be considered for inclusion in the standards solution.

## Scoping exercise approach

A Standards New Zealand scoping exercise includes:

- managing and facilitating stakeholder identification with the commissioner to identify and prioritise those who may be interested in, or impacted by, potential changes to the standard
- engaging with a cross-section of key industry stakeholders and inviting them to the scoping workshop
- preparing a presentation with an overview of the topics to be considered (to be delivered by Standards New Zealand at the workshop)
- managing, organising and facilitating the scoping workshop/s with the identified stakeholders to define the industry problem, explore options and identify solutions
- preparing and distributing key workshop outputs including key recommendations from the workshop, minutes and agreed action points (if any)
- drafting a report that will be provided to the commissioner with a clear and agreed problem definition, and proposal for a specific standards solution.

## The scoping exercise output

The output of the project is a problem definition and scoping report. This report will outline recommendations from the scoping workshop that will provide guidance on available options.

Where possible, the report will also cover details of how a standards solution could resolve noted issues, additional feedback, challenges, risks or impacts faced by the wider industry, a review of international standards and supporting guidelines that could be appropriate, noted works or research that may be needed to develop a standard and other stakeholders that could be involved in future projects.

## Standard development process

Developing standards through a formal process ensures that standards are drafted by a qualified and balanced committee of experts, standards users, and those impacted by standards including through public feedback. Standards New Zealand manages the development of standards in New Zealand. This includes:

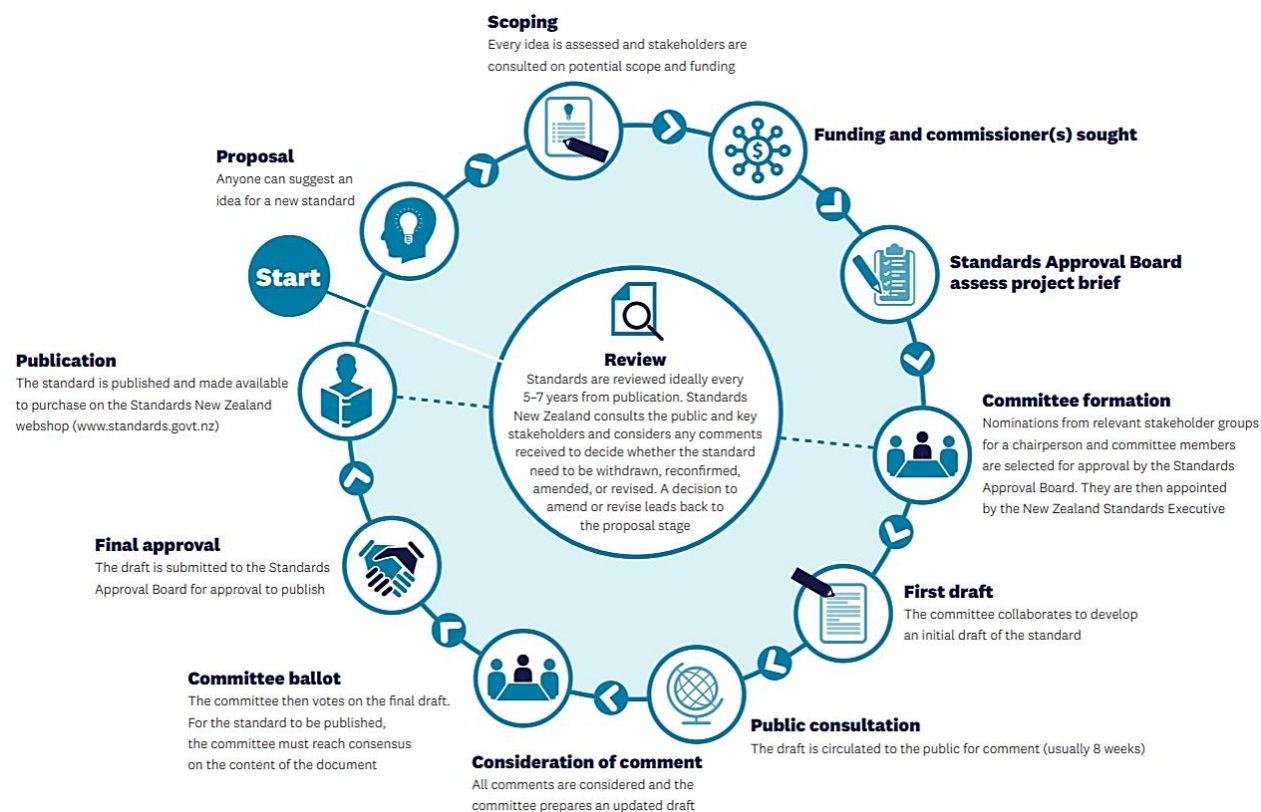
- the development of national and regional standards.
- the development of standards-related solutions.
- the adoption of international standards for the New Zealand market.
- the publication of New Zealand, joint Australian/New Zealand and international standards.

We follow a detailed process to develop standards, which uses internationally recognised practices that are collaborative, transparent and robust.

Our resulting standards are formally approved by the Standards Approval Board in accordance with the requirements of the Standards and Accreditation Act 2015.

Standards development occurs over six phases and replicates the same process run by international standards organisations like ISO and IEC:

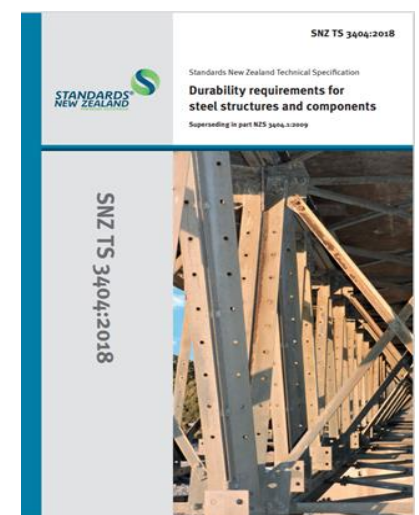
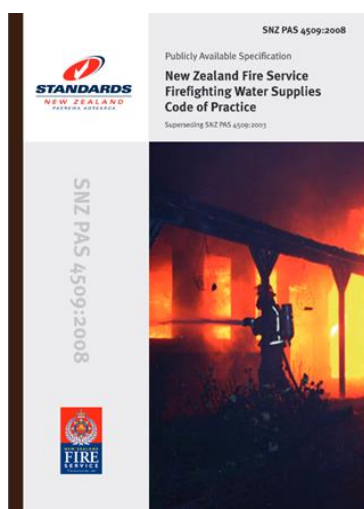
1. Proposal and scoping: A new standard or a revision of an existing standard is proposed and assessed.
2. Committee formation: A committee is formed to develop the standard.
3. First draft: The committee develops an initial draft of the standard.
4. Public comment and feedback: The draft is circulated for public comment, and changes are made based on comments.
5. Committee ballot and final approval: Once a consensus is reached on a final draft of the standard, the committee formally votes on whether to approve it.
6. Publication: The new standard is published and made available for purchase.



## Types of standards-related publications

A standard is only one type of document. There are others that serve a similar purpose, and which go through similar process, with varying requirements for consensus and consultation. Collectively, these are called standards-related publications. Standards development committees can be used to produce several types of guidance documents, or to adopt international versions of them. These include:

- Standards
- Codes of practice
- Interim standards
- Technical specifications
- Publicly available specifications
- Handbooks
- Technical reports
- Miscellaneous publications



### Standards publications overview

Publication type	Definition	Approval process	Consensus	Public consultation	Benefits and use	Max. time before systematic review	Max life	Typical publication development time	Indicative development costs*
<b>NZ standard or code of practice (NZS)</b>	Normative	Standards Approval Board (SAB)	High Formal endorsement required by two-thirds of committee	6 – 8 weeks (depending on complexity)	Used to provide consistency to a sector or industry. They spell out good practice in requirements and recommendations to which an individual or body can demonstrate conformance.	5 years	Not limited	1.5 – 3 years	\$120k – \$300k
<b>Adoption of international standard (e.g. NZS ISO)</b>	Normative	Standards Approval Board (SAB)	High Formal endorsement required by two-thirds of committee	6 weeks	Used as an internationally recognised benchmark of ensuring product or system performance, quality, safety or efficiency. Also can be used as a recognised test methodology.	5 years	Not limited	7 – 9 months	\$45k – \$70k

Publication type	Definition	Approval process	Consensus	Public consultation	Benefits and use	Max. time before systematic review	Max life	Typical publication development time	Indicative development costs*
<b>Interim standards (NZN Int)</b>	Normative	Standards Approval Board (SAB)	High  Formal endorsement required by two-thirds of committee	6 weeks	<p>When a standard is technically incomplete but is required urgently, or where the standard is to be used for a limited period of time, an interim standard (NZN Int) may be produced.</p> <p>An interim standard should be reviewed within 12 months of publication and a decision made about its future status as a New Zealand standard. It may continue as an interim standard for a limited time, be withdrawn, or be turned into a regular New Zealand standard.</p>	2 years	3 years	1 – 2 years	\$90k – \$250k

Publication type	Definition	Approval process	Consensus	Public consultation	Benefits and use	Max. time before systematic review	Max life	Typical publication development time	Indicative development costs*
<b>Technical specification (SNZ TS)</b>	Normative	Standards Approval Board (SAB)	Medium Formal endorsement required by two-thirds of committee/ technical advisory group (TAG)	Peer review and 4-week public consultation	Used where an area of conformance is evolving, such as if full consensus is not available to publish a technical document as a standard but the committee/TAG agree it is still useful to the public.	3 years	6 years	9 – 12 months	\$85k – \$130k
<b>Publicly available specification (SNZ PAS)</b>	Normative	Standards NZ Executive	Medium Formal endorsement required by more than half of committee/ technical advisory group (TAG)	Peer review and 4-week public consultation	Used to respond to an urgent market need in areas of rapidly evolving technology or an emergent market.	3 years (or as dictated by the speed of technological advancement)	6 years	9 – 12 months	\$85k – \$130k
<b>Handbook (SNZ HB)</b>	Informative	Standards NZ Executive	Medium Formal endorsement required by two-thirds of committee/ technical advisory group (TAG)	Peer review and 4-week public consultation	Used as a practical guide to interpret an existing standard or expand on the content of the standards.	Not specified	Not limited	9 – 12 months	\$50k – \$80k

Publication type	Definition	Approval process	Consensus	Public consultation	Benefits and use	Max. time before systematic review	Max life	Typical publication development time	Indicative development costs*
<b>Technical report (SNZ TR)</b>	Informative	Standards NZ Executive	Low Informal endorsement required by more than half of committee/technical advisory group (TAG)	No peer review required. No public consultation required.	Used if different types of data are collected in the development/support of a standard. For example, data obtained in a survey.	Not specified	Not limited	6-8.5 months	\$45k – \$65k
<b>Miscellaneous publication (SNZ MP)</b>	Informative	Standards NZ Executive	Low To be determined case-by-case	To be determined case-by-case	Used if additional data is collected in the development/support of a standard. For example, training material or reference lists.	Not specified	Not limited	9-12 months	\$50k – \$100k

*\*Standards and related publications costs are based upon a 50 to 100-page document and costs will vary depending on project complexity, publication length, ability to obtain consensus and any political sensitivities, etc. Once a commissioning brief has been submitted an accurate project cost assessment can be undertaken by Standards New Zealand.*

## New Zealand national standard (NZS)

A standard can be broad or specific, for products, components, processes, competencies or services. Different types of standards are appropriate for different needs.

- **Performance-based, design or system standards** typically define performance outcomes for systems and processes and widely used in New Zealand regulatory systems. For example, greenhouse gas emissions, food safety, building safety, consumer protection performance and design requirements, or durability requirements.
- **Management system standards** focus on consistency of practice and quality assurance. They are popular in a manufacturing business context to help manage risk, increase productivity, maintain quality levels, avoid duplication of effort and build consumer confidence in a product or service.
- **Product standards** typically cover a specific component or product and its performance.
- **Personnel certification standards** include occupational licensing requirements for regulated professions and trades.
- **Testing standards** cover the specifications necessary to perform testing on a uniform and consistent basis. They can include procedural directions and testing criteria needed for a specific product, process, test, or procedure. Examples include blood screening requirements, electrical safety requirements, metrological and calibration requirements, drinking water hygiene and safety requirements etc that would be undertaken by medical and chemical testing laboratories.

## International adoptions

The use of adopted international standards in New Zealand helps ensure our industry practices, performance, science and technology are as up to date and compatible with the rest of the world as possible.

Alignment to international standards helps provide interoperability for our industry's products and services, supporting the maintenance of existing markets and growth of new market access and trade opportunities. It also delivers the efficiency of not duplicating effort and reinventing existing solutions that exist globally.

The international standard adoption process administered by Standards New Zealand helps ensure a fit for purpose international standard is available and accessible to New Zealand, both government regulatory systems and industry sectors.

## Technical specifications

Technical specifications (SNZ TS) are normative documents representing consensus within a development committee.

They may be prepared in an industry where the subject matter or environment is undergoing rapid change and where speed of delivery is important, or the required level of consensus by a balanced expert committee to support a standard is not available.

Sometimes the national interest may be better served by providing the public with access to information that has achieved a certain degree of stakeholder agreement, in a document that has lesser status than a standard. While it may include normative language, it does not purport to be a standard and the title page contains information to this effect.

## Codes of practice

A code of practice outlines conformance requirements that a particular group of practitioners ascribe to. Many are mandatory, such as through reference in legislation. But they can represent agreed voluntary

practice. Having a code can advance consumer confidence in the individuals and companies who follow it, and thereby confidence in their products or services. Codes also promote good business practice. They do not necessarily stand alone. Good codes build in general legal requirements and may be supported by information and education activities for both consumers and businesses. If properly conceived and drafted, codes are as much of a positive tool for industry as a safeguard for consumers.

A code of practice is often considered when:

- Government regulation is unlikely to occur or is inappropriate, for example where only a segment of the market is affected.
- Overarching legislation exists and the objective is to assist or promote compliance within a particular industry.
- There is widespread acknowledgment of the need for, and commitment to, the development of controls to improve trading standards within a particular industry.
- The objective is to provide customer-focused benefits – beyond the minimum standards provided by the law.

A standards development committee is established by Standards New Zealand and prepares the code of practice. Typically:

- They are recognised by the Minister responsible for an Act and are signed by the Minister.
- They point to specific regulation requirements in legislation.
- They provide prescriptive advice (rules) on how to carry out work in a safe (or efficient) manner.

Examples include the electrical codes of practice (ECPs), which are recognised as regulatory instruments.

### Publicly available specifications (PAS)

Standards New Zealand has developed publicly available specifications (PAS) as alternatives to standards. PASs are normative\* documents responding to an urgent market need. They are guidelines (which are voluntary unless enacted by a regulator) and are developed in association with stakeholders. The process is in line with the robust method of developing a standard, but is accelerated, with medium levels of review and consensus, while still following the processes of standards development.

A PAS has the status of a document that has been developed and published by an independent national standards body while also reflecting the commissioner's needs. They are a great way to develop consensus-based 'good practice'. A Standards New Zealand PAS has the added weight of having been assessed and endorsed for New Zealand by a committee of experts as well as through robust consultation and independent approval.

\*A normative document is one that provides requirements.

## Handbooks

Handbooks (SNZ HB) are informative\* documents that provide supplementary details and material. Usually, an HB is published to support a standard or a group of standards already in place. In some circumstances an HB may be produced where there is no standard but the information is considered to be in the public interest.

For example, a HB could be published to discuss practices, gauge reaction and seek comment in a new industry, and – depending on the feedback – determine whether it could be further developed into a standard at some point.

\*An informative document is one that gives additional information and is only for guidance.

## Technical reports

Technical reports (SNZ TR) are informative documents representing information collected in support of a normative document. They contain collected data different from that normally published as a standard or technical specification. Such data may include, for example, data obtained from a survey, data on work in other international organisations, or data on the ‘state of the art’ in relation to standards of national bodies on a particular subject.

## Miscellaneous publication

Miscellaneous publications (SNZ MP) are informative documents representing information of a different kind to that published in a normative document. MPs reflect the views of the author(s) and there could be other, equally valid points of view on the subject.

*More information on standards development and types of publications can be found on our website*

[www.standards.govt.nz](http://www.standards.govt.nz).

## Quality assurance

Standards New Zealand has both quality control and risk management in place on all projects. This involves monitoring, reporting and peer review of all projects delivered.

We have established techniques and processes built from the requirements under the Standards and Accreditation Act 2015 and these are aligned to international ISO/IEC practice.

## Public consultation made easy – Citizen Space

Standards New Zealand are experts in public consultation. We have an online tool that supports our public consultation called Citizen Space. This tool is used by 17 other New Zealand government departments. Benefits of the Citizen Space public consultation tool:

- The administrative interface is a one stop shop for all parties involved in the public consultation process.
- Easy and straightforward registration to the online interface with the ability to log on as many times as required.
- Managing, filtering, exporting the comments from the dashboard of the interface allows better collation of comments for review.
- Multiple comments can be dealt with simultaneously. Comments can be exported into excel and filtered.

## Access solutions

### Online Library platform

Standards New Zealand's Online Library platform allows users to subscribe to a selection of standards of their choosing. This service is currently available for New Zealand and joint Australian/New Zealand standards, though work is under way to make it available for international (ISO and IEC) standards as well.

Some key features:

- 12-month subscription period with pro-rata option to add standards or concurrent users during the subscription period
- Subscription fee based on which standards are subscribed to and how many concurrent users are chosen. (concurrent users are users accessing the subscription at the same time)
- New versions of subscribed standards are automatically added.
- All superseded versions of and associated amendments of subscribed standards are added to the subscription for free.
- 24/7 access with print option available for personal use
- Easy access for multiple users under one subscription
- Visibility of usage with downloadable usage reports, lock out rates, subscribed products list etc.

### Enabling access for all – sponsored access

Increased uptake of the document will lead to increased benefits. If the document is not easily available, the risk is that users either will not use it or else will use it with a low level of effectiveness, compromising its benefits. Easier access is a key factor to standards being used effectively.

Standards New Zealand currently partners with a range of government organisations and regulatory bodies that fund access to selected standards. By removing the cost barrier to access key standards, users and other relevant parties can utilise this resource more freely. Sponsorship of standards also supports the regulatory framework by allowing access to a resource that helps educate users around regulations and laws they may need to comply with.

Feedback from a range of sectors always tell us that sponsored access has a positive impact on compliance and is a great asset for learning and development. Sponsorship overcomes any cost issues and ultimately maximise the document's potential impact and benefits.

## Help make standards

Standards development committees are central to creating new standards, reviewing and revising existing standards, and adopting and modifying international standards. Standards are written by committees of volunteers who dedicate their time and knowledge to the job.

## International ISO and IEC standards development

Standards New Zealand is also New Zealand's country representative on the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC). As a member of these organisations, we facilitate New Zealand's participation in the development of international standards. We ensure that New Zealand has a voice in the international standards community.

## Joint Australian and New Zealand standards (AS/NZS)

Many standards used throughout New Zealand are developed jointly with Standards Australia, our counterparts across the Tasman. Standards New Zealand facilitate and manage a number of joint standards committees.

See our website [www.standards.govt.nz](http://www.standards.govt.nz) for more information on how to get involved in participating in standards development.

## Next steps

At Standards New Zealand we usually start conversations about the potential development or review of a standard by meeting to discuss, followed by asking the interested party to complete a 'project commissioning brief'. This detail helps us provide a more accurate costing and scope for the project and ensures we aren't misinterpreting needs.

You can find more info on the standards development process below and on our website here: <https://www.standards.govt.nz/develop-standards/how-standards-are-developed> and information on commissioning a standards development project here [Commission a standard :: Standards New Zealand](#).

We always welcome a discussion and are here to help.