

REPAIRCERT NZ UPDATE

Supporting New Zealand's Repair Certification Industry



UPDATE No. 12 | 24/08/2022

Technical Support Group Established

What's it there for?

One of RepairCert NZ's recent projects has been to establish the RepairCert NZ 'Technical Support Group'. The Technical Support Group is effectively a technical committee comprised of Repair Certifiers, with members chosen for their particular skill-sets, experience, diversity, willingness to fully support the objectives of Waka Kotahi and RepairCert NZ, and a positive 'work with us' attitude. A geographical spread has also been taken into account in the selection process.

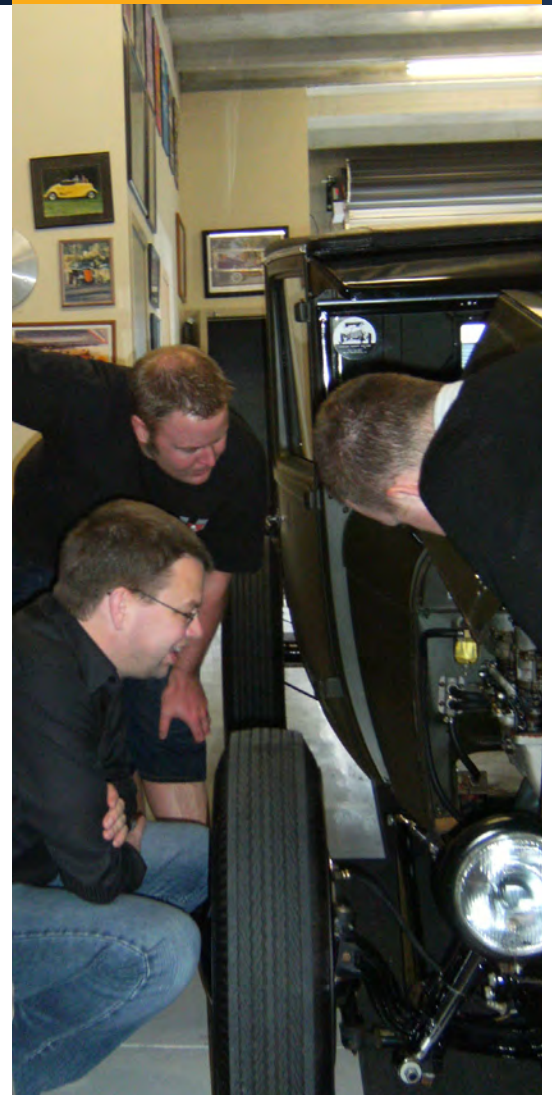
The Technical Support Group will collectively provide a very high level of technical expertise to the RepairCert NZ staff, and the staff will involve the group when particularly unusual situations present themselves or when very complex technical decisions need to be made.

Access to this group will help to optimise RepairCert NZ's technical decision-making within its support role to the Repair Certifiers, the repair industry, and the users of the repair certification system.

The Technical Support Group will also meet with the RepairCert NZ staff in Wellington to work through high-priority and complex technical issues. Such meetings will be between two and four times a year.

What are the Members' Responsibilities?

The responsibilities of the Technical Support Group Members are as set out in the table on page 2.



Technical Support Group Members Responsibilities

Item #1: Primary responsibilities

As required, provide expert technical advice and support to RepairCert NZ office staff, to ensure that:

- sound safety-based outcomes are being achieved; and
- the objectives of the Land Transport Compliance Rule and Land Transport Repair Rule are being met; and
- a well-supported operating environment is provided for the Repair Certifiers; and
- consistency in decision-making is being achieved by Repair Certifiers; and
- users of the system to gain sensible outcomes.

Item #2: Secondary responsibilities

As required, provide expert technical input into:

- content for Waka Kotahi Repair VIRM improvements; and
- technical content for training programmes developed for Repair Certifiers; and
- content for RepairCert NZ Updates; and
- content for RepairCert NZ Technical Bulletins; and
- determinations on safety assessments of components.

Item #3: General responsibilities

Work together, proactively and positively, to:

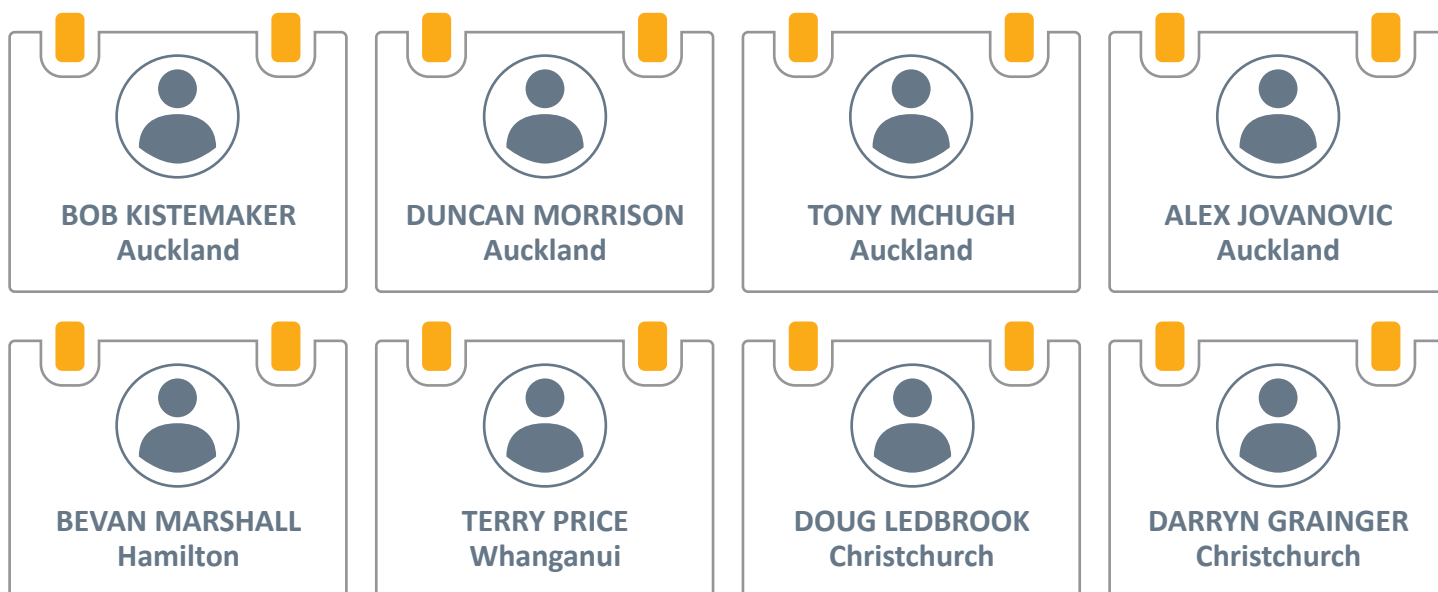
- develop and maintain a comprehensive understanding of Waka Kotahi repair certification documents; and
- maintain a balance between safety and pragmatic outcomes for users of the repair certification system; and
- be open-minded and consider different ways of thinking; and
- respect any matters of confidentiality or commercial sensitivity; and
- consider all aspects of potential risk, including safety risk, reputational risk, and economic risk.

Item #4: Other

- Provide other technical input to RepairCert NZ staff as requested by the Technical Support Group Manager.

Who are the Members?

RepairCert NZ has identified eight Repair Certifiers who are considered to be ideal candidates for membership to the Technical Support Group. These eight Repair Certifiers have been approached, and all of them have agreed to come on board. They are:



RepairCert NZ is very grateful to all of those eight wise men for being willing to step up and take this role on.

To ensure continuous improvement, and to gain fresh thinking and diverse industry perspectives, an annual or bi-annual rotation of membership to the Technical Support Group will occur, as determined by the Technical Support Group Manager, provided that other Repair Certifiers are available and willing to be involved.

Deane McMillan will be managing the Technical Support Group on behalf of RepairCert NZ. ■

Contact E-mail Address for Technical Support

When contacting the RepairCert NZ office for any technical support or queries, we ask Repair Certifiers to only use the email address for Mike Gregory, which is:



For All Technical Support Email: mike@repaircert.nz

Please do not contact Deane McMillan for normal technical support, as Deane's previous email address is no longer in use. This is because Deane's involvement now relates to the co-ordination of the Technical Support Group – he is not involved in day-to-day technical support.

Technical Support Group Members will be provided with Deane's new email address in due course. ■

Induction Day for Waka Kotahi

On August 2, LVVTA and RepairCert NZ provided an Induction Day to a group of Waka Kotahi NZ Transport Agency staff. This is something that LVVTA does regularly, particularly for new people coming into Waka Kotahi, to show them who we are, what we do, why we do it, and how we're integrated into the land transport regulatory system. In this case, while it was primarily an LVVTA presentation, there was a lot of discussion on how the LVVTA systems and processes can be used to benefit the repair certification system into the future.

Cheryl Sturm said *"On behalf of the Provider Licensing team I wanted to say thank you for hosting us yesterday and providing us a good insight into what you all do. The presentation was great, and 30 years is a long industry collaboration and special/unique relationship to be proud of. I found it particularly interesting to meet your work family and see what each person does, and how they play an important part in ensuring safe vehicles for overall road users for the 7,000 vehicles that are modified and certified each year"*. ■



From left: Cheryl Sturm, Tony Johnson, David Herdman, Chris Rodley, Rob Pauletic, Ken McAdam, Chelsea Wehipeihana, and Justine Hutchins.