

IMPROVING THE QUALITY OF OUR PERFORMANCE

HOW WE PLAN TO IMPROVE THE QUALITY OF OUR PERFORMANCE

*Regulatory Year (RY) runs from 1 April – 31 March

A SNAPSHOT OF OUR QUALITY ASSURANCE DEVELOPMENT PLAN

When we carry out work on our network as part of our renewal programme, we want to know it's always carried out as efficiently and effectively as possible.

We are committed to improving our quality assurance processes throughout the entire project delivery cycle, with adherence to applicable industry standards and our own engineering and construction expectations.

For a full copy of our **Development Plan** go to www.auroraenergy.co.nz/disclosures/delivering-our-cpp

Customer benefits

- Projects and programmes are efficiently delivered
- Greater consistency of performance
- More visibility to ensure our renewal programme is implemented to the highest quality
- Fit-for-purpose reporting to ensure our programmes meet regulations and industry standards

Initiative	How we'll do it	By when*
Works management capability	Develop and implement ongoing process improvements to ensure enhanced levels of quality.	RY22-26
	Continuous development of staff throughout CPP period to help support quality assurance improvements.	RY22-26
Construction works quality assurance	Review resourcing required to provide assurance that works are constructed safely, and meet all regulatory, industry and Aurora Energy's standards with what was planned.	RY22
	Expand our ongoing training and development for staff who carry out quality assurance to include any additional competencies and capabilities that may be needed.	RY22-23
	Develop and implement a Construction Works Review Standard to streamline the processes undertaken by quality assurance officers reviewing construction and completed work.	RY23
	Incorporate quality assurance metrics into the wider management framework that governs the relationship with our contractors.	RY23
	Extend the scope of construction reviews performed by our staff members who carry out quality assurance to include scheduled maintenance tasks, connection services, and zone substation works.	RY23-24

