

Manufacturing, Wholesale, Retail Transport and Utilities 2017-18 Business Plan

| KEY | |
|-----|--|
| | On target |
| | At risk of missing target |
| | Significant impact resulting in not achieving target |

| PRIORITY | GOALS | KEY PERFORMANCE INDICATOR / KEY RESULT AREA | STATUS |
|--|------------|---|--|
| CUSTOMERS | | | <div style="display: flex; justify-content: space-around; width: 100%;"> <div style="width: 20px; height: 20px; background-color: #90ee90; border: 1px solid black;"></div> <div style="width: 20px; height: 20px; background-color: #ffcc00; border: 1px solid black;"></div> <div style="width: 20px; height: 20px; background-color: #ff0000; border: 1px solid black;"></div> </div> |
| Consistent application of laws by the regulator | 1, 2, 3, 4 | 1. Collate a list of key areas of legislation that require interpretive guidelines | |
| | | 2. Guidelines produced for key areas of compliance. | |
| | | 3. Industry feedback indicated consistent application. | |
| Improve the responsiveness and quality of the regulatory service | 1, 2, 3, 4 | 1. Proactive Compliance Campaigns Completed per schedule. | |
| | | 2. Inspection Reports issued within 48 hours. | |
| Ensure internal and external targets are met | 1, 2, 3, 4 | 1. >1085 Proactive compliance and enforcement visits | |
| | | 2. Respond to 'Same day service' Reports within 24 hours. | |
| | | 3. Respond to 'Routine Enquiry' Reports within 72 hours. | |
| | | 4. Respond to 'Admin Action' Reports within one week. | |
| | | 5. Enforceable Undertakings are monitored and complied with. | |
| | | 6. 85% of complaints and notifications finalised within 180 days. | |
| Productive relationships with Stakeholders | 1, 2, 3 | 1. Two stakeholder forums attended per quarter. | |
| | | 2. Meetings with key association and union stakeholders held at least twice per year. | |
| PROCESSES | | | |
| Complete a revision of the regulators processes, procedures ensuring ease of use | 4 | 1. Resource provided to contribute to the revision of the manual and online toolbox, including SOPs and MOPs. | |
| | | 2. Ensure all team specific processes are revised or, where possible rolled into the overall manual. | |
| Introduce technology to aid inspectors | 1, 2, 3, 4 | 1. Resource provided to assist in scoping the technological solution such as tablets | |
| | | 2. A technological solution being piloted by the team including tablets | |
| Ensure internal business processes operate effectively | 1,2 | 1. Team risk register produced, up to date and reviewed at least biennially. | |
| | | 2. Increasing trend in expiation. | |
| | | 3. A system in place for managing Enforceable Undertakings within the team. | |
| PEOPLE | | | |
| Develop and implement a training needs analysis resulting in a training plan for the team and incorporated into individual PRDs | 4 | 1. Training needs analysis completed. | |
| | | 2. Training plan developed and implemented. | |
| | | 3. 100% of identified activities acted upon. | |
| PRDs for all staff in place with timeframes and processes met including learning and development opportunities identified and acted upon, and addressing gaps or poor performance and succession plans for key roles. | 4 | 1. All JPS reviewed finalised including reviewed and aligned to new structure, as required. | |
| | | 2. 100% of staff have PRDs in place. (Staff unavailable or on extended leave will not be counted as part of the target.) | |
| | | 3. 100% of reviews conducted within agreed timeframes. (Staff unavailable or on extended leave will not be counted as part of the target.) | |
| | | 4. Succession plans completed for all key positions. | |
| Foster teamwork through active peer support, sharing of information, skills and ideas. | 4 | 1. Monthly team meetings to be held. | |
| | | 2. At least fortnightly Industry Team leadership meetings. | |
| | | 3. Team members comply with training matrix. | |
| | | 4. >90% Attendance at functional groups. | |
| | | 5. >80% participation in internal surveys. | |
| FINANCIAL | | | |

| | | | |
|--|---|---|--|
| Reduce red tape and ensure efficiency and agility | 4 | 1. Continuous improvement plan to be produced in conjunction with team members | |
| | | 2. Completed 30 day innovation project. | |
| Achieve cost reduction targets | 4 | 1. Budget targets achieved. | |
| | | 2. Active contribution to the Regulator achieving budget targets and monitored monthly | |
| | | 3. Accurate financial and team planning on overhead expenses to be reported quarterly to the team | |