

Operational Readiness policy

This policy describes the NZFS requirements for operational readiness standards, audits and self-assessments.

This policy must be read alongside the *Guidelines for Operational Policies and Procedures*.

Introduction

NZFS personnel will ensure operational readiness is maintained by following the requirements of this policy.

Standards

The NZFS operational readiness standards are:

- determined by the National Commander
- used when assessing and auditing operational readiness.

The document *RD3 SC Operational readiness standards* details the standards for all elements that contribute to operational readiness across all areas of the NZFS (from national headquarters to stations).

Operational readiness audits

Audits of operational readiness will be carried as follows:

Location	Frequency	Carried out by
National HQ	Every three years	Department of Operational Efficiency and Readiness (OER)
Region HQ		
Area HQ*		
ComCen		
Stations	Once a year	The Area Manager, or a delegated NZFS officer (incl. VSO) [R4] or manager not based at the station being audited.

*The three-yearly Area audit will include a sample audit of a minimum of 10% of the stations in the Area.

Operational readiness self-assessments

The OER will develop and maintain a schedule for the three-yearly audits of National, Region and Area headquarters and Communications Centres.

It is recommended that management at these locations carry out a self-assessment in the year before they are due to be audited, to enable them to be better prepared for the OER audit.

What to do

When carrying out operational readiness audits and self-assessments, NZFS personnel will follow the procedures in:

- *RD3 SOP Operational readiness procedures*.

Note: Audit and self-assessment findings are entered into m.pad, accessed via the appropriate SMS task.

Targeted audits

"Targeted" operational readiness audits are additional to the audits described above, and are carried out by the Operational Efficiency and Readiness (OER) team:

- when the National Operational Efficiency Manager determines they are necessary, based on the findings from:
 - corrective action plans from operational investigations or reviews
 - annual or three-yearly operational readiness audits, or
- as required by the National Commander or Deputy National Commander.

Key personnel and roles

National Operational Efficiency Manager

The National Operational Efficiency Manager has responsibility for:

- conducting operational readiness audits as described above, based on the standards detailed in *RD3 SC Operational readiness standards*
- monitoring corrective action plans
- reporting on the state of NZFS operational readiness annually to the National Commander.

National Operations Manager

The National Operations Manager has responsibility for:

- developing, reviewing and updating
 - this policy
 - the operational readiness standards
- ensuring this policy is followed in Communications Centres.

Fire Region Managers

Fire Region Managers have responsibility for:

- ensuring this policy is followed in their Region.

Area Managers

Area Managers have responsibility for ensuring:

- every station in their Area is audited once a year
- corrective actions from these audits are allocated and completed.

Directors/ business unit managers

NZFS directors/business unit managers have responsibility for:

- ensuring this policy is followed in their area of responsibility (e.g. fleet, equipment, training, communications, property).

Reference documents

The following documents provide information relevant to this policy:

- *RD3 SOP Operational readiness procedures*
- *RD3 SC Schedule of operational readiness standards*
- *RD3 GD NZFS Guide to operational readiness*
- [m.pad Training Wiki](#)