



## XSOL provides the platform for ISO achievement

XSOL's process mapping software played a key role in helping Tauranga City Council successfully adopt ISO 14001, the cornerstone international standard for environmental management.

The council's Environmental Monitoring Officer Mark Smith says "XSOL creates the conditions for success".

For ISO standards documentation and compliance, XSOL provided a structured way to engage business users with the council's development of an environmental management system and supporting audit programme.

The council has used XSOL for three and a half years and about two thirds of its 400-odd staff are involved in process discovery and mapping in some way.

Mark says XSOL reduces the risk of mistakes being made by staff as a result of either poorly defined processes or processes which were too difficult to follow.

In the council's environmental planning department, XSOL is used for environmental planning and monitoring.

His department's role is to ensure compliance with resource consents, the district plan and the Resource Management Act.

Mark says staff have found XSOL easy to use as they have been able to follow a structured methodology from start to finish: "Using XSOL, just made everything work."

The council is further streamlining its processes to break them down into more digestible chunks - establishing lines of communication everyone recognises and providing a common terminology.

### Organisation

Tauranga City Council is the local authority responsible for one of the fastest growing regions in New Zealand.

The Tauranga district has a total land area of 12,742 hectares and a population of more than 100,000.

### Application

ISO 14001 Compliance - Business Process Documentation.

### Business benefits

- Reducing process risk.
- Streamlining processes.
- Establishing lines of communication everyone recognizes and a common terminology for describing business process.