## **BYLAW REVIEW PROGRAMME**

Prime Minister's Award for Public Sector Excellence Excellence in Regulatory Systems



Time of intense change

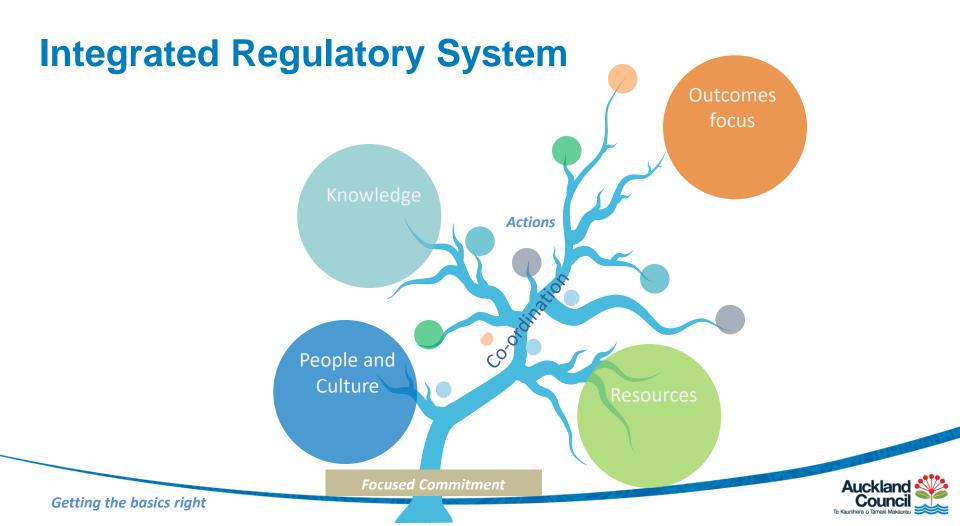
## Ko te waka o te kotahitanga, he waka ngawari te rere

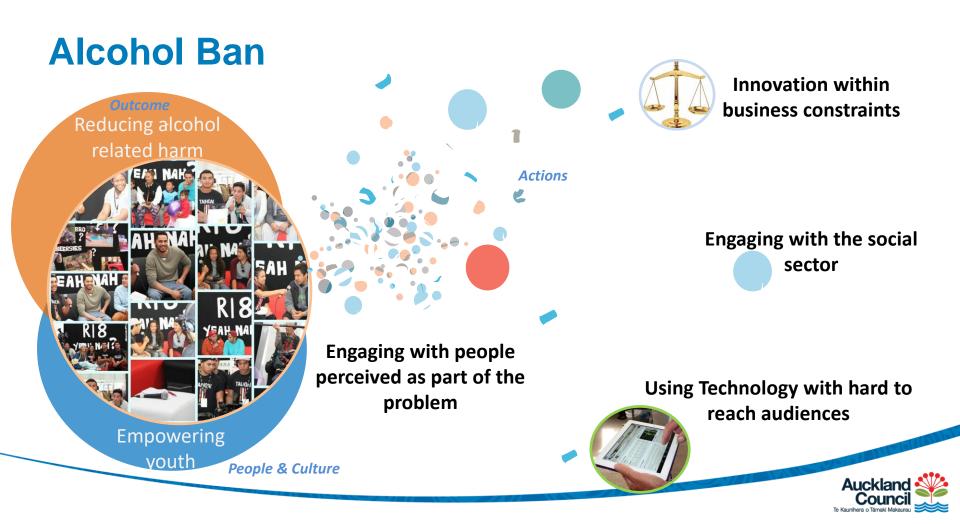
A waka united glides easily





Focus on people-he tangata, he tangata, he tangata





## **Health and Hygiene**

Reducing health risks

Actions

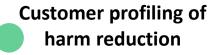


Engaging with cowboy operators

Compliance regime aligned to business objectives

Ethnographic engagement

**People & Culture** 







## What next-keep on disrupting the system

*Systems don't change easily. Systems try to maintain themselves, and seek equilibrium.* 

To change a system, you need to shake it up, disrupt the equilibrium...'





Continue to improve connections and trust between us and our customers