

# **Better Every Day-Making Better and Faster Acquisition and Disposal Decisions at Land Information New Zealand**

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**Key words:** Land management; Legislation; Professional practice; Standards; land acquisition; land disposal; best business practise; decision making; continuous improvement; improved online access to property information; capacity and capability

## **SUMMARY**

Better Every Day-making better and faster acquisition and disposal decisions at Land Information New Zealand

In New Zealand, acquisition for public works and disposal of land no longer needed for a public work can be potentially more complex than sales in the private sector. This is due to the range of legislation and government policies that apply and the nature of state land ownership. As a major state landowner, and the regulator of how other state agencies dispose of land, Land Information New Zealand (LINZ) plays a significant role in how state land is bought and sold. Operationally LINZ Clearances team has made approximately 3000 decisions each year under delegation on acquisition and disposal deals, since 1998. A Documented Decision Making Model is used as a base supported by standards and guidelines. This was presented at Verona 2008.

Recently in partnership with the State Services Commission, LINZ Clearances applied the Vanguard Continuous Improvement method (Better Every Day) to understand how the system within which we operate influences thinking and how thinking affects performance. We wanted see if we could improve our existing high performance either incrementally or through a breakthrough change. “Better faster cheaper” is also a driver generally for provision of public services in New Zealand.

This paper takes you on our journey through the methodology applied, our understanding including tracking and mapping workflow, how the methodology applies to our property business, to trial and testing some ideas, making some of those “normal” and the results. We clarified our purpose, who the customer is and what matters most...time and quality consistent decision around matters such as compensation. The results were

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impressive.

This is one of a number of initiatives looking to improve the way that we deal with state land and acquisition matters. The paper also touches on new digital initiatives, designed to improve our property business, including more online information on state properties being sold and the development of new online tools for maintaining capacity and capability across New Zealand's state land management sector. How we moved from paper based job receipt and processing of the 3000 decisions to 100% elodgement and processing will also be discussed.

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