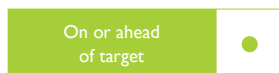


How we performed against the first year of the Long-Term Plan (LTP) 2012/22

The tables below reflect the progress of our key work during 2012/13. Each action/project is linked to the strategic objectives and priorities set in the LTP. The progress at the end of the financial year against each action/project has been represented by:



Strategic Objective:

A leaner, more customer focused organisation.

2012/13 Action/project	Background	Progress
PRIORITY 1: Remain an accredited member of i-SITE New Zealand through meeting the annual Qualmark assessment.		

Maintain the standards required for accreditation	To remain an accredited member of i-SITE New Zealand, each year we must successfully complete the Qualmark assessment by ensuring location, facilities and i-SITE NZ rules and policies are adhered to	●
Progress comments: On target to remain an accredited member of i-SITE New Zealand.		

2012/13 Action/project	Background	Progress
PRIORITY 2: Deliver a quality visitor experience by providing a welcoming, friendly and professional service.		

Investigate upgrade of IBIS Tourism system	The IBIS system is a vouchers/receipting system used to make bookings and take payments. It also allows all i-SITES in New Zealand access to a National Database. FNDC has not upgraded the system since it was first installed several years ago. We have fallen behind in terms of the efficiencies the newer versions offer	●
Progress comments: Research and IT for scope including schedule of work and costings is complete. IT has approved the upgrade of IBIS and is presently being implemented.		