



## 2013 Passenger Compliance Survey Action Plan:

The following actions have been developed to meet the recommendations identified in the 2013 Passenger Compliance Monitoring Survey report:

MPI believes that the improved survey results, the recommendations in the survey report, and the action plan that MPI has developed in response, are evidence of our commitment to continually identify and implement sustainable improvements in the passenger pathway.

Recommendation	Action Plan	Responsible
Leverage the replacement of x-ray machines and new software to increase the identification of detectable risk goods.	<ul style="list-style-type: none"> <li>Review existing process and assurance systems that support QIs in line with new X-ray machine functionality.</li> <li>Implement identified improvements.</li> </ul>	Passenger Process Assurance Group
Continue to focus on the deployment of a national approach for inspection and implement measures to ensure ongoing consistent application.	<ul style="list-style-type: none"> <li>Review existing process and assurance systems that support QIs.</li> <li>Implement identified improvements.</li> </ul>	Passenger Process Assurance Group
Review import health standard requirements and undertake risk analysis for those goods identified as being potentially negligible risk.	<ul style="list-style-type: none"> <li>Prioritise the identified potentially negligible risk goods for animals, plants, inanimate and action work-plan for completing review and required changes.</li> </ul>	Standards – V&S Imports Resolution group
Review and update MPI's compliance strategy for passengers utilising Green Lane and/or carrying used equipment. The review should consider opportunities to increase voluntary compliance through changes at all stages of a passenger's journey to New Zealand.	<ul style="list-style-type: none"> <li>MPI will in line with its agreed compliance framework (VADE) review its approaches and make changes to the end to end passenger journey.</li> <li>Changes will be actioned to maximise voluntary compliance for passengers utilising Greenlane and/or carrying used equipment.</li> <li>Initial work will focus on the following key process areas. Social marketing, communications, passenger arrival card, risk assessment processes, and infringement criteria.</li> </ul>	Passenger Process Assurance Group