



update from your QMS administrators

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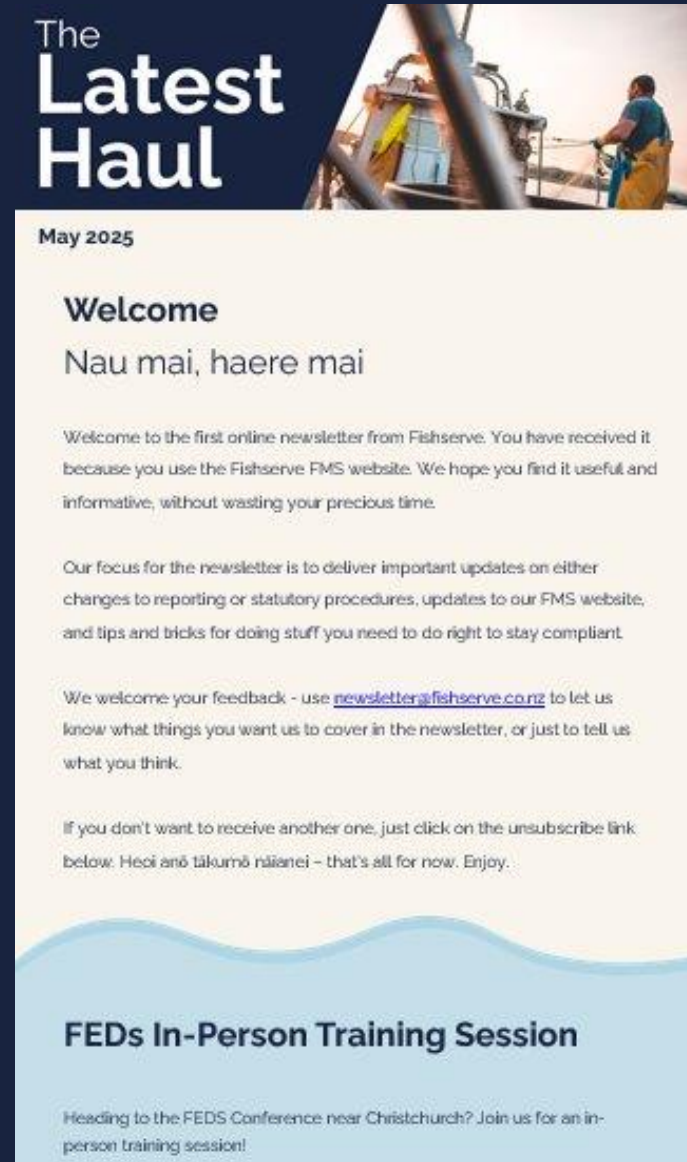
The Latest Haul - Fishserve Newsletter



How are we tracking?

What you wanted:

1. Tips and Tricks
2. Links to online information
3. Visual
4. Emailed



Fisheries Management System modernisation





IT'S ALL RIGHT HERE

Catch. Land. Trade. Licence. Money. Monitor. Search.

Seven different jobs. United by the Fisheries Management System.



Catch.

A fisher

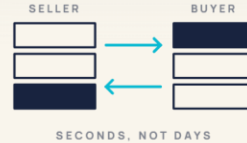
Submits an electronic catch report from every fishing event – validated and reconciled by the time you're back at the dock.



Land.

A Licensed Fish Receiver

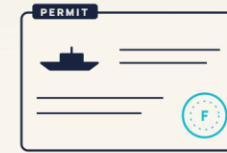
Receives the catch, weighs the greenweight, files a monthly LFR Return by the 15th via the FMS.



Trade.

A quota manager

Transfers ACE between owners – electronic transfers settle in seconds. Manages quota holdings, sub-stock splits and caveats.



Licence.

A vessel owner or operator

Applies for a fishing permit, registers a vessel, sets up as a Licensed Fish Receiver – all processed via the FMS.



Money.

The finance team

Processes cost-recovery levies, ASDO service fees, and shared financial services for 9 industry bodies & charitable trusts.

ONE SOURCE OF TRUTH



Monitor.

An MPI officer

Receives every fishing event from the FMS within minutes, plus monthly catch reconciliations, validation alerts and compliance signals.

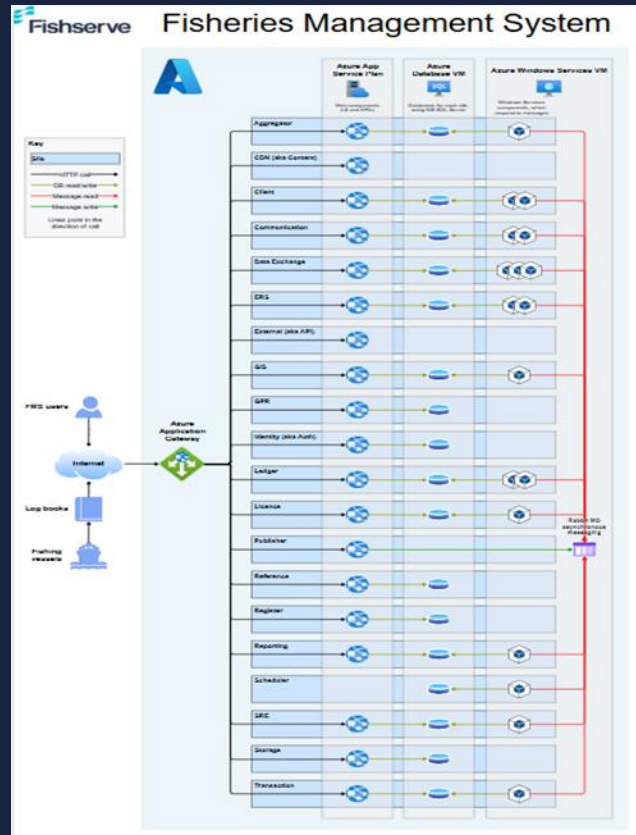


Search.

The public

Searches public registers – ACE, quota, vessels, LFRs – across 99 species and 643 stocks.

FMS Modernisation Programme



2024 Move to the cloud

2025 Platform upgrade and automated testing

2026 Operational automation, Virtual Machine and foundation technologies rebuild.

Customer Experience Research





UNDERSTANDING OUR CUSTOMERS

Four pillars. One focus.

How we listen, learn and improve — across every Fishserve service.

01

LISTENING



Capture real experiences

Listen across all Fishserve services — authentic, unfiltered stories from fishers, quota holders and industry partners.

02

UNDERSTANDING



Identify what customers value

Discover what matters most and why. Map priorities, motivations and unmet needs across all customer types.

03

IMPROVING



Reduce effort, risk & uncertainty

Lower friction at every touchpoint. Build confidence that using our services is simple, clear and low-risk.

04

DECIDING



Inform service improvements

Turn insight into action. Shape future decisions with evidence and build a continuous improvement cycle.

Training - Fishserve FMS website



Want some help?

Group session:

- Changes since last year (regulations)
- ERS errors
- ERS
 - Reorganising Fishing trips in ER
 - Linking events in ER
 - MHR discrepancies

1:1 sessions will be available for specific issues.

Join us tomorrow at 10am -
James Cook Hotel Chancellor 1



May 2024 - First FEDs training session - Tauranga

Thank you Ngā mihi

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