

Quality Policy

1. Statement:

Quality is at the heart of everything we do. Our commitment to quality in the work that we produce, the buildings that follow and the environment which results is paramount. It is what motivates us as a practice and the reputation that naturally follows helps sustain our ability to deliver it.

2. Ethos:

At all stages of a project, from inception to completion, the focus of the practice is on quality. This is led from the top and is reinforced daily in instructions, conversations and directions from senior management level down through the whole organization. Whilst the business is rightly measured in reference to any number of criteria, none of these are allowed to compromise the quality of our output. Quality buildings and environments can only flow from the quality of the information provided to construct them, and that is continually acknowledged in all that we do.

3. Formal procedures:

We are an architectural practice registered under the Chartered Practice scheme of the Royal Institute of British Architects (RIBA) and have chosen to adopt a formal system for managing the quality of work. The model employed for this is the international Standard BS EN ISO 9000 – Quality Management Systems and we have used guidance prepared by the RIBA (The RIBA Quality Management Toolkit) and supplementary guidance from other authoritative sources.

It is our conviction that in being an RIBA Chartered Practice and adopting systems such as those herein will help us deliver our objective of providing a reliable and competent architectural service to our clients and the users of the buildings/spaces we design, and the other services we provide as architects. We also believe that the systems will assist us in collaborations and other working relationships with other professionals and/or contractors and suppliers.

There is 100% commitment within the practice to the operation and upkeep of our systems, which are regularly reviewed and updated against our own methods and innovations and against changes in external influences be they quality standards, legislation, industry standards, custom or practice.

All new staff are instructed in the requirements and use of the systems as a part of their introduction to the wider objectives of the practice.

4. Implementation and review procedures

This policy is constantly available on the company server to allow staff access at all times. It is provided to all employees at appointment, and is publicly available on the company web site. It is further distributed to clients and potential clients on request. The policy is reviewed at least annually or at any other time according to emerging issues, and re-distributed as above on amendment.

It is the subject of discussion at staff annual review to ensure familiarity and understanding, and also to allow at least an annual opportunity to comment or suggest amendments.

The policy, and its implementation, is the responsibility of

Chris Parsons
Managing Director

and was last reviewed on 30th November 2011

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