

## QUALITY ASSURANCE POLICY

# QUALITY ASSURANCE POLICY

## Registrations

Collective Architecture is registered and accredited with a BS EN ISO 9001: 2015 (Quality Management) We are also fully subscribed to RIBA Quality Management, Constructionline and hold an RIAS Accreditation in Sustainable Building Design.

Collective Architecture provides full Architectural services which includes: new builds, refurbishments, conservation, masterplanning and integrated urban infrastructure.

## Management Review

It is the policy of the Collective Architecture to maintain a quality system designed to meet the requirements of ISO 9001:2015 or any other standard in line with the Organisational Structure in pursuit of its primary objectives of being industry leading architectural practitioners.

It is the policy of the Collective Architecture to:

- give satisfaction to all of our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by "Senior management" to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

## **Continued Professional Development**

We encourage all employees to participate in CPD, in order to keep up to date with technical advances and new practices. To assist this process we organise and host fortnightly CPD seminars involving guests from all areas of the construction industry. Our guests and themes include;

- Other leading consultants, invited to ensure our working practices are compatible with other design team members and among the best in comparison with other architects and lead consultants.
- Representatives of leading universities and private research bodies, including the University of Strathclyde, Glasgow University, the Energy Savings Trust and 'SUST – The Lighthouse on Sustainability'. We also assist other bodies, such as the Lighthouse, in developing new education and exhibition programmes.

A wide variety of suppliers; keeping abreast of economic and technical developments is key to maintaining our record of technical and creative innovation within specified, often tight budgets.

## **Key Performance Indicators**

We have undergone, developed and prepared Key Performance Indicators on behalf of a Housing Association for building projects with sustainability at the fore. A private company monitored the process (Factor 10 for Communities Scotland), for which we achieved an excellent rating. These KPI's have now set a standard, though are adapted, for new projects.

## **Office and Site Procedure**

Our Technical Director, Gerry Duffy, oversees technical drawings and specifications, all drawings are checked by two architectural staff prior to this formal check. Clear and thorough coordination of consultants' information is maintained via drawing check procedures and good communication between parties. This communication is facilitated by regular design team meetings and augmented by technical meetings when required. Regular internal meetings/briefings are undertaken to keep the office as a whole updated on new developments with benefits and potential pitfalls highlighted. This clear internal communication leads to continued efficiency gains. Involved dialogue with the Quantity Surveyor during detailed design, billing and tender preparation provides a further layer of checking and quality assurance.

Our projects are managed throughout the construction stages to provide on-site building precision. Our up-to-date NBS specification is fully registered and frequently updated by NBS. This coupled with our drawing quality assurance systems and rigorous on site inspections ensure that completed buildings are technically executed to a high standard and meet the original design intent.

Chris Stewart .

Signed: \_\_\_\_\_ Director

Date: 12/08/2019

Previous reviewed: 05/09/2018