

Quality Management and Assurance Policy

Vision

At **bpArchitecture** we aim to take pride in our work, the relationships between staff, consultants, Clients, Contractors and the industry as a whole. We believe in producing high quality design, taking care that every building meets our Clients individual needs and expectations.

Our policy is to provide a service which exemplifies best practice, both meeting and exceeding our Clients and Consultants expectations, maintaining good Client relationships is valuable to us. The percentage of repeat commissions are much valued, and the recommendations our Clients pass on to others give us great satisfaction.

ISO 9001

The practice does not hold an ISO 9001 certificate, the RIBA require practices with in excess of five members of staff to attain this accreditation.

RIBA

The practice is an RIBA Chartered Practice and as such abide by the RIBA's quality management practice procedures. As such recognise the importance of document management, resources management and office management in order to ensure that the practice operates to the highest standards of quality and to ensure that the practice whilst small uses its resources and abilities in the best interests of the practice, its staff and Clients.

As members of the RIBA staff members are already familiar with quality management systems and project checking mechanisms put in place by and actively encouraged by the RIBA

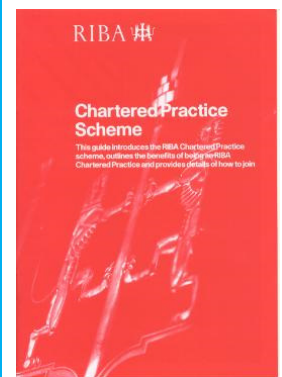
It was the practices' intention to register as a Chartered Practice once in business for 3 years (ie Aug 2014). However, the practice have brought this forward by one year and therefore from June 2013 are now registered as an RIBA Chartered Practice and will abide by the RIBA's Quality Management System. We are currently reviewing our In house QM system to ensure that this is updated to align with the current requirements of the RIBA Quality Management Toolkit and their Chartered Practice scheme.

In House System

Our in house management procedures at present are modelled on the systems of past large practices, but with our own improvements to the systems more commensurate with the current digital mediums and methods of communication. Into this we incorporate document checking issued by the RIBA.

For all projects below £2m in contract value, in house stage document check lists are used to ensure that each stage of a project is managed and checked. These include

- Project inception check list
- Site survey and initial visit check list
- Stage C D Scheme Design Check List
- Stage D E Detail Design Check List
- Standard In house RIBA Certificates
- Client Instruction Records



- Change Requests
- Standard Letter Templates
- Items are identified to Staff via the Practice Intranet Site

RIBA Document Management

For projects above £2m in Contract Value, the more comprehensive RIBA stage checking documents are to be utilised, in addition to the practices own in house checklists above; to record decisions taken at each work stage, and actions taken

More detailed Templates are also available for various work items.

All documents are explained and available to Staff via the Practice Intranet Site and Templates directories. New staff are introduced to the system via induction training.

Policy Statement

All activities are required to include QM activities as an integral part of the processes used for the development and delivery of the practice's services. Our in house policy requires that:

- QM procedures must be rational so that they are accepted and supported.
- Continual improvement of staff efforts must be supported.
- All quality management activities are documented.
- Principal Staff will be responsible for overseeing QM.
- Management will review QM activities and provide project feedback.

Indeed the practice management recognize from over 20 years experience building both large and small scale projects that active use of such systems to manage Construction projects both large and small is the best method of ensuring excellent quality, and end results; and result in Client satisfaction.

Policy Scope

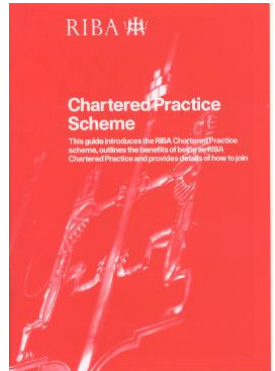
The practice aim to re-evaluate QM at year 3 to determine whether it is necessary to actively pursue a formal accreditation to ISO 9001, or to continue using the RIBA Quality Management procedure, which has been designed for practices such as ours. This will be governed by practically and financial review.

The QM procedure document being reviewed will addresses :

- Organizational structure (see separate document)
- Documentation required
- Procedures to be enforced
- Audits and reviews to be conducted
- Process improvement
- Problem reporting and resolution

The example activities that will be reviewed by QM activities are:

- Project Planning and Staff Resourcing
- Network Administration/Operations
- IT/Computer Support
- Problem Tracking and Reporting
- Hardware/Software
- Training
- Client liaison
- Design project Management
- Information and Communications
- Office Marketing
- Staff Recruitment and Management
- Accounts procedures and reporting
- Invoicing procedures
- Workload management
- Facilities Management



Use of the practice's in house document management and templates together with RIBA templates as standard by Staff ensures consistency, accuracy, benefits from experience, and efficiency.

This enables more time to be devoted to the unique aspects, design and technical items that occur on every project, thereby reducing risk to the practice, increasing quality, productivity and improving the overall service we are able to offer our Clients.

Feedback

We actively encourage feedback from our Staff on all aspects of practice management. We believe that involving our staff in the process will enable us to develop a quality assurance system that assists and enables our staff to service projects rather than obstruct them.

We are a team with a common goal, the success of the practice is important to us all.

At the end of each project we actively encourage feedback from our Clients, to ensure that lessons learnt are fed into future projects.

We consider that our professional responsibility extends beyond our clients and that we have an obligation to ensure that all projects undertaken by our practice meet the expectations of the broader community in areas such as health and safety, environmental factors, sustainability, technical detailing and the like.

It is our intention that our Clients are made aware of this commitment to high standards. It is also our intention that we maintain a reputation of good quality design, technical detail, sustainability, and for the quality of service we provide and the excellent architecture we produce.

The implementation of a good quality management system we recognise is the most ordered way of running a well managed architectural practice, serving our Clients and ensuring profitability and continued work and growth.

