

QUALITY ASSURANCE POLICY

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Registrations

Collective Architecture is registered and accredited with a BS EN ISO 9001: 2008 (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

The management of the company is committed to a policy of Quality Assurance throughout the company activities, ensuring that the professional service quality satisfies the specific requirements of all clients. It is the policy of the company to market only professional services of a quality that will merit and earn client satisfaction by performing all functions reliably and effectively.

This means:

- We find the solutions that best suit our client.
- We meet and exceed our client's expectations in terms of both delivery and specification.
- Every project is thoroughly supervised.
- We are open and honest about deadlines and costs.
- Our staff are trained to give a polite, efficient and friendly service.
- We promote continuous improvement to refine and improve communication, feedback, performance, targets, control procedures and training to further improve our level of quality assurance, all of which are discussed at our annual management review meeting.

The nature of our activities places particular emphasis and demands on the experience and expertise of the staff employed. High levels of responsibility and reliability are associated with all aspects of our work and a commitment to continued professional development and training exists to ensure that all staff are suitably qualified and equipped to meet these requirements.

The directors of the company have given the Quality Representative full authority to carry out the Quality Assurance Policy of the company, and all company personnel are required to co-operate with the Quality Representative in carrying out this task.

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: 08/09/2016

Previous reviewed: 25/04/15