

ArchitecturePLB is committed to delivering quality - through the service we provide, the designs we develop and the information we deliver.

We are reliable, competent and professional in all our activities- in dealing with our clients and building users and in our relationships with other members of the design and construction teams.

We ensure that our designs are of the highest quality - creative, appropriate, sustainable, affordable and deliverable in accordance with our clients' requirements.

We produce and deliver information that is clear, consistent and accurate - meeting the needs of our clients, colleagues and contractors as well as statutory requirements and industry best practice.

Expertise

In delivering this policy, we rely on the effective skills, diversity and experience of our staff. We therefore provide all personnel with appropriate training, and encourage and facilitate Continued Professional Development for all roles and at all levels. This allows us to improve and expand our expertise and to identify and disseminate 'best-practice' throughout the company.

Quality Management

Quality Management is key to our ability to provide the excellent service demanded by our clients. It affects all aspects of our business, from general practice administration to the management of specific projects, allowing us to deliver consistent and reliable outcomes. As such, Quality Assurance (QA) is implicit in everything we do.

Quality Systems

Our Quality Policy is delivered through the maintenance and application of a rigorous Quality Management System that is externally accredited to comply with the requirements of BS ISO EN 9001: 2015. ArchitecturePLB is also an RIBA 'Chartered Practice' and a member of Constructionline andSSIP Acclaim, all of which require us to comply with strict management criteria and offer our clients an additional mark of quality and an expectation of excellence.

The Quality Management System applies to all aspects of our activity. It is supported by a range of formal Practices and Procedures covering practice management, project management and system maintenance, as detailed in our quality guidance documents. All employees of the company are required to work according to these systems in order to provide a consistently high quality service applied in accordance with company standards and our clients' requirements and expectations.

The Quality Management System and the procedures themselves are subject to continuous review and revision where a need or scope for improvement is identified. The system and its application are subject to a rolling programme of internal review and are audited externally on an annual basis.

Signed: Nick Mirchandani, Director
Date of last review: 18th June 2024



Related Practices and procedures that support this policy

1030-APLB-XX-XX-RP-A-1000_BMS Manual, and supporting docs
1030-APLB-XX-XX-RP-A-0522_Environmental Policy
1030-APLB-XX-XX-RP-A-0523_Customer Care Policy

Latest review and revision

Date	Description	Signed
18.06.24	P03. Annual review and update. Renumbered to suit integrated QMS/EMS Supporting doc references amended.	NM