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## Quality Policy

Architype has a clear management structure and a robust quality policy and procedures to ensure the efficient and effective operation of the company and management of projects. Architype's organisation has a commitment to maintain a dynamic balance between rigorous management systems designed to ensure good service and a creative collaborative approach designed to achieve design quality.

In order to achieve this objective, we will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the management of Architype will:

- Monitor and measure the effectiveness of our business processes and company objectives through our Management Reviews and Internal Audit Processes
- Monitor client satisfaction and set objectives for continual improvement
- Analyse the causes of any complaint and take appropriate action to prevent recurrence
- Ensure the availability and competence of the support resources for the core processes
- Ensure that the company provides its services to all clients equally, without discrimination on the basis of colour, race, nationality, ethnic or national origin
- Provide the necessary work environment to ensure the well being of our co-owners and visitors
- Encourage all co-owners to identify problems and make suggestions to improve all aspects of our working practices. These will be considered by senior management and appropriate actions taken and communicated
- Ensure that all co-owners are aware of our Quality Policy and committed to the effective implementation of our Quality Management System
- Ensure that the company complies with all necessary regulatory and legal requirements

The achievement of our quality objectives and continual improvement is fundamental to all activities carried out within our company and must be practised by all employees as an integral part of their daily work

### Service Quality

An office-wide system (utilising the Microsoft 365 ecosystem and other linked applications) is used to monitor all activity, action and progress to ensure quality of service is maintained at all times. This includes recording and monitoring project objectives, the standard RIBA Stage checklists, monitoring of project activities and signoffs, record management, management of change control, project reviewing, monitoring of hours worked against budget, profitability. At monthly intervals progress is reviewed by the management team for the relevant office.

Each project will have a director or associate director taking overall responsibility for all aspects of the project from inception to completion.

Each project will have allocated co-owners with full knowledge of the project ensuring continuity at all times.

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The management team review progress against design objectives at project reviews. At key stages of each project's development from inception through to completion and occupation, the design is formally reviewed by the whole office. From time to time we invite external experts to undertake critical reviews of a project.

## Client Feedback

We seek feedback from our clients during the course of projects in order to find out if each client is happy with the service we are providing. We respond to any feedback received to improve our work.

## Resource level and quality

We use our database system to plan, record and monitor the resources each project requires at every stage of its development. As each project progresses this is used to adjust resources to ensure that deadlines are met. We put together core teams of people with appropriate skills and enthusiasm for each project, based on an office wide skills matrix.

Each core team, where possible, stays with the project from inception through to completion, to ensure continuity of knowledge and consequent quality of service.



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Jonathan Hines  
Managing Director

Date: 18/03/2024



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Mark Barry  
Director

Date: 18/03/2024



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Ben Humphries  
Director

Date: 18/03/2024