



# Quality Management System\_Policy and Certification

## Quality Management System

ADP believes that good quality design should enhance rather than compromise; an organised approach, adherence to time and cost limits, and our ultimate aim of helping our clients to achieve their objectives from projects.

With this in mind, ADP has standardised its general procedures, including some standard letters, agendas, forms and processes through our Quality Management System.

A procedure checklist is available to all employees on our intranet. This checklist provides a guideline for architects, advising on procedures and the relevant checklists relating to each key stage of the project. The procedures checklist is broken down into three phases, which are as follows:

### Feasibility and Design Phase

Workstage A/B: Feasibility Report  
Workstage O/A: Initial Briefing  
Workstage O/A/B: Consultations  
Workstage A/B: Strategic Brief  
Workstage C/D: Project Brief  
Workstage D: Planning Application

### Production Information Phase

Workstage E/F/G/H: Preliminaries  
Workstage F: Production Information  
Workstage F: Detailed Production Information

### Construction Phase

Workstage H: Tender Documentation  
Workstage J: Contract Documents  
Workstage K: Site Visit  
All Workstages: Health and Safety

These elements are useful as a starting point to ensure that fundamental questions are addressed, but each project needs to be considered for its unique aspects.

Procedures for monitoring and managing design quality have also been formalised, these range from management review to design changes and contract review, and are discussed in further detail.

In summary, many of our systems and procedures have been standardised to ensure consistency, accuracy, the benefit of experience, and efficiency. This enables more time to be devoted to the unique aspects that occur on every project, thereby reducing risk and improving the service.

Examples of ADP's Quality Management System are:

- Quality Assurance accreditation
- Client feedback
- Synergist
- Workload management

An important part of our Quality Management System is to actively seek and obtain client feedback, which can then be used to assess performance and quality. Any feedback is discussed at Management Reviews and Audits.

Performance is measured against the following criteria through client and staff surveys:

- Cooperative and responsive quality of service
- Reliability to deliver what was promised - information, on time and budget
- ADP and its staff having the appropriate skills, knowledge and expertise to service the project
- Happy and proactive staff
- Quality of design and attention to detail
- Flexible approach to the project
- Practical, safe, comfortable and well designed buildings

Feedback and assessment from a client is not only something we seek at the end of a project but at key stages (listed below) so that any problems, issues or concerns can be realised, reviewed and addressed.

- Inception – to agree aims and objectives of the project, introducing the client feedback process as part of this
- Agree the recording process and emphasise the importance of the feedback
- Stage D
- Post tender
- Handover
- Defects Period/post project

The feedback is then discussed at project review meetings with actions to address non conformances (responses can be sent to the client in the form of a minute added to the bottom of any client review notes).

ADP also reviews this information at office management level as part of workload and at Partners' conferences. The information is used to measure the performance against the practice objectives and make adjustments where trends start to appear.

ADP uses Synergist as part of its Quality Management System. Synergist performs two important functions for the practice:

- It allows us to plan future workload against the available staff resources and highlights any conflicts between the two
- It reports how we have performed against the plan by collecting timesheet and fee details

This allows us to utilise the resources and staff in all the offices, limiting the effects of fluctuations in workload and ensuring that projects are properly resourced even if they are on tight programmes.

Once selected for a particular area of the project, staff are assigned to it for its full duration, and the roles and responsibilities of the different grades of staff are confirmed.

Weekly workload meetings are held in all six studios. At these meetings resources are assessed and reviewed, and this would be the opportunity to ensure staffing continuity is being maintained.



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Quality Management System Certificate of Approval



Quality Management System Certificate Schedule