

QMS_Quality Assurance: Policy Statement



At ADP, we pride ourselves in our work. We believe in producing high quality design, taking care that every building meets the clients individual needs and expectations.



Our policy is to provide architectural services exemplifying best practice, both meeting and exceeding our clients' expectations.

We will define practice objectives to enable us to achieve the aims of this policy and review them regularly to ensure that their relevance including a full annual review.

We have established a quality management system which meets the requirements of ENISO 2001:2000. The partners are committed to complying with it's requirements and continually seeking to improve it's effectiveness.

We will review this policy when necessary to ensure its continued suitability.

Quality and Practice Objectives

The practice quality objectives are integral with the wider practice objectives and available for all staff to view at their workstation via the Practice Internet.

The Scope of the Management System

The management system covers the following processes in the practice:

- Design Project Management
- Information & Communications Technology
- Office Marketing
- Staff Recruitment & Management
- Accounts
- Workload Management
- Facilities Management

Quality Management System

ADP developed its Quality Management System (QMS or QA System) over ten years ago. The system was first assessed and accredited by the Lloyds Register for the Quality Management System Standards BS EN ISO 9001:2000 in 1995, was re-assessed and accredited again in 2004, and again in January 2007. The practice is accredited for full architectural and interior design services.

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.

To internally review and develop the QA system, ADP appointed a member of staff from each office to work with the partner responsible, Bruce Mullett. The QA team recently reviewed some of the procedures, utilising office meetings to gain feedback from architects and administrators throughout the practice.

We believe that involving all staff in the development of standardised processes will enable us to develop a quality assurance system that assists and enables our architects, rather than obstruct them.

The management systems that underpin ADP's accreditation are defined on an intranet system that is available on each member of staff's workstation. This is an actively managed resource which is upgraded by a process of continual improvement controlled by annual review.