

Statement

The key objective of Quattro is to provide an exemplary service to our clients in the design of our buildings and the provision of all architectural services.

In order to achieve this we generate creative solutions by gaining a clear understanding of the nature and purpose of the building from the client, the needs and aspirations of its users and the physical and cultural context of the site.

We will achieve this by continually improving the effectiveness of the quality of our services and management systems which are both appropriate to the purpose and context of the organisation and compliant with the ISO 9001:2015 quality assurance standard.

We will develop as appropriate the skills and understanding of our people to meet these objectives, which are communicated to all concerned parties and reviewed at suitable intervals to ensure their continuing suitability. We will provide a framework for measurable business and quality objectives that will be defined, recorded and communicated as appropriate throughout the organisation to assist in our goal of continual improvement.

The important function of the management of design development, communication and co-ordination is provided by the following:

- The Quattro Design Architects internal database system, which tracks communications, emails, letters and drawings for each project.
- The Design Development System using change management procedures, from design brief through to construction to ensure that all applicable requirements are satisfied. Design development control records identify requirements for change, consideration of the implications of change and approval of change, providing a clear and transparent system for the whole project team.
- We employ a modified version of the ODP Gateway Process to review projects at key decision points. The process provides assurance and support to the project team, including client and customer groups ensuring:
 - A clearer understanding of the project by all stakeholders.
 - Principle risks and decisions are understood and dealt with by the entire team.



- Clear decision making is undertaken before the project moves to the next stage.
- Our internal management controls are guided by the working document of our quality management system, the Project Quality Plan. This sets out checklists, project records, programmes and methodology including formats for meetings. Regular meetings between consultants and clients have standard agendas covering all topics at appropriate stages.
- During the design phases, we are careful to adopt clear client approval procedures, establishing agreed gateways for client sign-off at each stage.

Our Project Quality Plan is available for inspection if required.

Quattro take pride in delivering our buildings to a high standard, on time and to budget. The director in charge of each project takes personal responsibility for overseeing the project at all stages.

Teamwork is the cornerstone of Quattro's success. We work with clients, consultants, contractors, subcontractors and suppliers with a common purpose: to provide a quality product on time and within budget. We value all team members. We communicate well and provide clear systems for operating within the team. Should team members fail in any aspect of their work or if there are disputes between team members, then we follow clear, prescribed methods for resolving the problems.

This document is displayed and communicated within the organisation and made available to all interested parties.