

Quality Management Policy

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QUALITY POLICY

It is the objective of Architects Dyer to provide our clients with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established an internal Quality Management System which meets the requirements of ISO 9001:2015 standards and provides a framework for measuring and improving our performance.

In particular, the aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent client relations
- Client satisfaction is paramount to our business
- Our clients' requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- Our work and conduct complies with all legal requirements, codes of practice and all other requirements applicable to our activities
- We are committed to reduce hazards, prevent injury, ill health and pollution
- We have the skills and resources to fulfil our clients' requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards
- A professional approach to client interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

This quality policy provides a framework for setting, monitoring, reviewing and targets.

Client service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on client service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by practice management to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Signed:



Date:

14th July 2022

Director