



Quality Manual

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I AMENDMENT STATUS

| Section Reference | Title | Date Revised |
|-------------------|---|--------------|
| 6 | Company Structure Revised | 26/11/08 |
| 9 | Description of key tasks amended in line with latest RIBA guidance. | 03/06/09 |
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2 CONTROLLED DISTRIBUTION LIST

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3 PRACTICE PROFILE

Introduction

T.A.D. Architects is a well established architectural practice with a very experienced workforce who have been responsible for a wide range of imaginative architectural design solutions.

Practice Development

Since formation the company has developed a broad range of services to complement its design capabilities. T.A.D. Architects now employs a number of specialist consultants in such fields as Town Planning, Legal & Contractual Services, CDM Coordinator, Clerks of Works services, and is increasingly involved in producing business cases, option appraisals, space utilisation studies, estate strategies and Project Management.

The practice has, by planned recruitment, expanded the expertise of its design staff to include all fields of building design. All these developments have the foundation of a very solid business plan and careful cost control, which have allowed the practice to grow and operate offices in Exeter, Sutton Coldfield and Isle of Man as necessary to accommodate the workload.

Design Philosophy

We aim to provide our clients with high quality buildings, on time and within budget. We aim to achieve design excellence by operating systems of design management which encourage innovation and best value, tailored to individual client needs.

Company Philosophy

The philosophy of the company is to provide our clients with quality buildings, on time and within price. Our company is a private limited company owned by its staff and we seek to maintain a loyal workforce, encourage initiative and innovation as well as providing support for continuous training and development.

The company believes that our clients should be able to relate to and communicate ideas with the designers, and we operate systems of design management tailored to our clients' needs in order to achieve design excellence.

Computer Aided Design

The company uses computer aided design systems as tools to achieve design goals, particularly for producing loaded room layout drawings and for design visualisation. Increasingly the company's computer design experience is being used for services co-ordination exercises as it is becoming more common for other consultants to be able to transfer drawings by electronic media. The company regularly provides clients with as built drawings in a form that can be read by their computerised estate management systems.

Lead Consultant

We have considerable experience as lead consultant on projects and is accustomed to leading large multi-disciplinary teams made up of not only architects, services engineers and quantity surveyors but also including structural and civil engineers, landscape architects and interior designers.

Environmental Impact

We are able to undertake the lead consultant role for environmental impact assessment studies, co-ordinating the input of the many and varied specialists and the preparation and presentation of the final report, thus enabling clients to develop proposals with confidence.

4 DEFINITIONS

The following definitions are provided to assure a uniform understanding of selected terms as they are used by T.A.D.Architects for the purposes of the operation of the quality management system

Audit

Is the comparison of the practices and systems with the defined method, procedures and instructions.

Calibration

The comparing of two instruments, measuring devices or standards, one of which is of known accuracy traceable to nationally recognised standards. It is done to detect, correlate, report, or eliminate by adjustment any variation in accuracy of the instrument or measuring device of unknown accuracy.

Customer

The term customer is used for the recipient of the product or service by the supplier. The customer may ultimately be the consumer, user, beneficiary or purchaser.

Certification

Means the action of determining, verifying and attesting in writing to the qualifications of personnel, processes, procedures, or items in accordance with applicable requirements.

Corrective Actions

Are the measures taken to rectify adverse conditions to quality.

Concession

The authorisation to use or release the product/service, which does not comply fully with, specified requirement(s).

Inspection

Is any or all of the careful examinations, measurements and tests of the characteristics of items and services to ensure they meet contract requirements.

Instructions

Are written and/or spoken direction given with regard to what is to be done, including the information given in training

Non-Conformance

Is a deficiency in characteristic, documentation or procedure, which renders the quality of an item, or service unacceptable or indeterminate.

Procedure

A document that states the purpose and scope of an activity and specified responsibilities, methods, locations and sequence for all steps to be performed.

Process

Is the method of providing a service in any particular stage of project.

Product

The purpose of the quality system is to ensure that the product always satisfies the stated and implied requirements, which may be the customer's or the supplier's.

In an architects Practice the product output is in the form of drawings, feasibility studies, specifications, schedules, reports etc.

Client

Means the organisation which provides the finances and order requirements (otherwise the customer).

Quality

Is the totality of features and characteristics of a product or service that bear on its ability to satisfy a given need.

Quality Audit

Is a documented activity aimed at verifying by examination and evaluation that the applicable elements of the quality programme have been established, documented and effectively implemented in accordance with specified requirements?

Quality Assurance

Is those planned and systematic actions necessary to provide adequate confidence that a structure, system or component will perform satisfactorily in service.

Quality Control

Is the operational techniques and activities that sustain the product or service quality to specified requirements.

Quality Manual

Is a document setting out the general quality policies and organisation of the company.

Quality Plan

Means a document setting out the specific quality practices and procedures relevant to a particular project.

Quality Program

Means the total effort of development, documentation, and implementation of policies and procedures in achieving and verifying quality in accordance with specified requirements.

Quality Systems

Is the organisation structure, responsibilities, activities, resources and events that together provide organised procedures and methods of implementation to ensure the capability of the organisation to meet the quality requirements.

Rework

Is the reprocessing an item or service to conform to the original specified requirement(s).

Specification

Is a document that prescribes in detail the requirements with which the product or service has to comply.

Supplier

This is the Practice providing the architectural service

Surveillance

Means the continuing evaluation and analysis of records, methods, procedures, items and services, including verification, to assure requirements are met.

Verification

Is confirming that an activity or condition conforms to specified requirements.

5 PRACTICE QUALITY POLICY STATEMENT

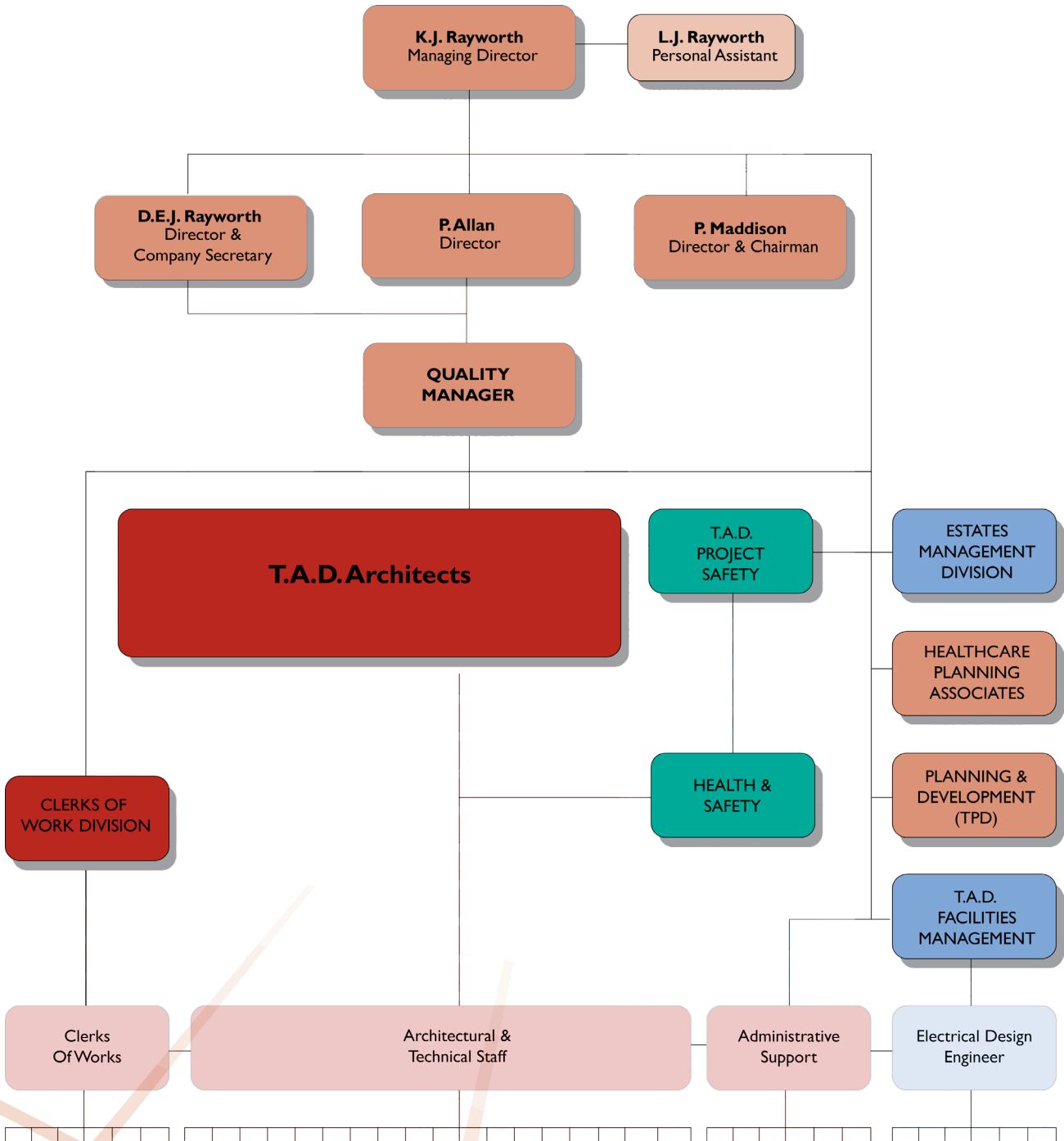
T.A.D. Architects is an architectural practice registered under the Chartered Practice scheme of the Royal Institute of British Architects (RIBA) and has chosen to adopt a formal system for managing the quality of work. The model employed for this is the international Standard BS EN ISO 9000 – Quality Management Systems and we have used guidance prepared by the RIBA (The RIBA Quality Management Toolkit) and supplementary guidance from other authoritative sources.

It is our conviction that in being an RIBA Chartered Practice and adopting systems such as those herein will help us deliver our objective of providing a reliable and competent architectural service to our clients and the users of the buildings/spaces we design or other services we provide as architects. We also believe that the systems will assist us in collaborations and other working relationships with other professionals and/or contractors and suppliers.

There is 100% commitment within the practice to the operation and upkeep of our systems, which are regularly reviewed and updated against our own methods and innovations and against changes in external influences be they quality standards, legislation, industry standards, custom or practice.

All new staff are instructed in the requirements and use of the systems as a part of their introduction to the wider objectives of the practice.

6 ORGANISATION CHART (QA)



The Project team will vary from project to project, please refer to the individual Project Quality Plans.

7 RESPONSIBILITIES AND AUTHORITIES

Quality Manager

Is responsible for the implementation and maintenance of the quality system to BS EN ISO 9001, which shall include the following: -

Responsible for the generation and implementation of the internal quality system audit programme and the follow up of all corrective actions arising from the internal audits.

Ensuring all documentation related to the quality system is controlled as defined in the various procedures.

Ensures all actions from Management Review meetings are discharged as agreed.

Responsible for ensuring that any quality related problem, whether system, service, product or contract is resolved effectively.

The Quality Manager reports directly to the Managing Director on issues of quality irrespective of their reporting line in carrying-out other duties.

Architect

An Architect is a professional employee who under the direction of a Director, works within a team of architects and architectural technicians in designing and managing projects or a substantial part of a large project, or a number of smaller schemes; who may be required in the case of a very large project, in addition to managing such a team, also to co-ordinate the work of other architects and teams, or whose work, conversely may be co-ordinated by another Architect.

DUTIES/RESPONSIBILITIES

Exercising at all times the appropriate level of responsibility an architect shall, within the scope of work defined in the Job summary and title, carry out the following duties:

1. Provide, for each building project or part of a project, the professional services described in Schedule of Design Services of Standard Agreement for the Appointment of an Architect (S-Con-07-A) published by the RIBA.
2. Provide any of such other services described in 'Other Services' within the Schedule of Design Services of Standard Agreement for the Appointment of an Architect (S-Con-07-A) published by the RIBA, as may be allocated from time to time as specific tasks, if individually qualified and competent to provide them.
3. Other duties within the general scope of the post and appropriate to the position may be required from time to time; changes of duties will be discussed with the individual.
4. Implementing the Quality Management System in respect of project work under their control and for aspects of general management for which they may be responsible in part or whole.

Architectural Technologist

An Architectural Technologist is an employee who, under the direction of an Associate or Director or Architect, gives technical assistance on all matters concerning the design of buildings.

DUTIES/RESPONSIBILITIES

The duties of an Architectural Technologist will vary according to the type, and stage of work on which he or she is employed. The employee will be expected to deal with a wide range of technical problems having responsibility for any or all of the following:

1. Providing technical support.
2. Undertaking the design (including detailed design), production information, specification and supervision of schemes of a largely technical nature, including works of alteration, extension and refurbishment.
3. Providing, direct to an Associate or Director, the technical management of larger or more complex schemes;
4. Specialising in one or more matters relevant to design eg the technical aspects of building legislation, fire prevention, health and safety; or in the technical aspects of particular building types; or in technically complex building elements or systems.
5. Investigating and reporting on building problems of a technical nature, including analysis and diagnosis; and promulgating appropriate conclusions.
6. Other duties within the general scope of the post and appropriate to the position may be required from time to time; changes of duties will be discussed with the individual.
7. The level of responsibility exercised will be appropriate to the experience and qualifications held by the individual and will be reflected both in the degree of complexity of the work and the amount of supervision necessary.
8. Implementing the Quality Management System in respect of project work under their control and for aspects of general management for which they may be responsible in part or whole.

Technician

An Architectural Technician is an employee who, under the direction of a Director or Associate or Architect, gives technical assistance on all matters concerning the design of buildings.

DUTIES/RESPONSIBILITIES

The duties of an Architectural Technician will vary according to the type, and stage of work on which he or she is employed. The employee will be expected to deal with a wide range of technical problems having responsibility for any or all of the following:

1. Providing technical support.
2. Undertaking the design (including detailed design), production information, specification and supervision of schemes of a largely technical nature, including works of alteration, extension and refurbishment.
3. Providing, direct to an Associate or Director, the technical management of larger or more complex schemes;
4. Specialising in one or more matters relevant to design eg the technical aspects of building legislation, fire prevention, health and safety; or in the technical aspects of particular building types; or in technically complex building elements or systems.
5. Investigating and reporting on building problems of a technical nature, including analysis and diagnosis; and promulgating appropriate conclusions.
6. Other duties within the general scope of the post and appropriate to the position may be required from time to time; changes of duties will be discussed with the individual.
7. The level of responsibility exercised will be appropriate to the experience and qualifications held by the individual and will be reflected both in the degree of complexity of the work and the amount of supervision necessary.
8. Implementing the Quality Management System in respect of project work under their control.

Architectural Assistant

An Architectural Assistant is an employee who, under the direction of a Director or Associate or Architect, gives technical assistance on all matters concerning the design of buildings.

DUTIES/RESPONSIBILITIES

The duties of an Architectural Assistant will vary according to the type, and stage of work on which he or she is employed. The employee will be expected to deal with a wide range of technical problems having responsibility for any or all of the following:

1. Providing technical support.
2. Undertaking the design (including detailed design), production information, specification and supervision of schemes including works of alteration, extension and refurbishment.
3. Provide support to the CAD manager in the day to day operation of the computers and systems.
4. Specialising in one or more matters relevant to design eg the technical aspects of building legislation, fire prevention, health and safety; or in the technical aspects of particular building types; or in technically complex building elements or systems.
5. Investigating and reporting on building problems of a technical nature, including analysis and diagnosis; and promulgating appropriate conclusions.
6. Other duties within the general scope of the post and appropriate to the position may be required from time to time; changes of duties will be discussed with the individual.
7. The level of responsibility exercised will be appropriate to the experience and qualifications held by the individual and will be reflected both in the degree of complexity of the work and the amount of supervision necessary.
8. Implementing the Quality Management System in respect of project work under their control.

8 SCOPE OF APPLICATION

The Practice provides a range of architectural services.

9 QUALITY MANAGEMENT SYSTEM - PROCESSES

Generally the process adopts the RIBA Plan of Work/Project Plan as below and/or other plans specific to the project. It is common for commissions to include only some of the stages “partial service” noted below

RIBA Plan of Work/Project Plan

| | |
|---|---|
| A Appraisal | Identification of client’s needs and objectives, business case and possible constraints on development. Preparation of feasibility studies and assessment of options to enable the client to decide whether to proceed |
| B Developed Brief | Development of initial statement of requirements into the Developed Brief by or on behalf of the client confirming key requirements and constraints. Identification of procurement method, procedures, organisational structure and range of consultants and others to be engaged for the project |
| C Concept | Implementation of Developed Brief and preparation of additional data. Preparation of concept design including outline proposals for structural and building services systems, outline specifications and preliminary cost plan. Review of procurement route |
| D Design Development | Development of concept design to include structural and building services systems, updated outline specifications and cost plan. Completion of final Brief. <i>Application for detailed planning permission</i> |
| E Technical Design | Preparation of technical design(s) and specifications, sufficient to co-ordinate components and elements of the project and information for statutory standards and construction safety. |
| F Production Information | F1 Preparation of production information sufficient to enable a tender or tenders to be obtained.. <i>Application for statutory approvals.</i> F2 <i>Preparation of further information for construction required under the building contract.</i> |
| G Tender Documentation | Preparation and/or collation of tender documentation in sufficient detail to enable a tender or tenders to be obtained for the project. |
| H Tender Action | Identification and evaluation of potential contractors and/or specialists for the project. Obtaining and appraising tenders; submission of recommendations to the client. |
| J Mobilisation | Letting the building contract, appointing the contractor. Issuing of information to the contractor. Arranging site hand over to the contractor. |
| K Construction to Practical Completion | Administration of the building contract to Practical Completion Provision to the contractor of further Information as and when reasonably required. Review of information provided by contractors and specialists |
| L Post Practical Completion | L1 Administration of the building contract after Practical Completion and making final inspections. L2 Assisting building user during initial occupation period L3 Review of project performance in use |

The activities in italics may be moved to suit project requirements, ie:

- D *Application for detailed planning approval;*
- E *Statutory standardss and construction safety;*
- F1 *Application for statutory approvals; and*
- F2 *Further information for construction.*
- G+H *Invitation and appraisal of tenders*