



Quality Assurance Policy

Haverstock LLP are quality assured to ISO 9001. David Givens, partner, is responsible for all QA procedures and implementation, ensuring all QA procedures are grounded with an understanding of architecture and relevant project experience.

The practice's quality management systems are tested and monitored in use every 12 months by an external auditor, and are approved as complying with the requirements of BS EN ISO 9001. We are audited by our Quality Assurance Practice, BM Trada. Internal staff audits are also completed throughout the year on all aspects of work procedures (administration, project files, drawing procedures, correspondence etc). Corrective and preventative measures are reviewed at bi yearly partners QA meetings. It is company policy to ensure that client and all interested parties requirements are achieved by the maintenance of a formal and effective quality management system. This ensures that reasonable skill and care are exercised in every aspect of the architectural services provided by meeting contractual obligations and any client/interested parties stated objectives. All partners and staff understand the policy and how the quality system relates to their function within the practice. New members of staff are given a workplace induction upon starting at the practice. We will identify and record the resource requirements for each specific project. We will meet the requirements by assigning an adequate number of suitably trained personnel for the management, performance of work and verification activities. Our quality system is supported by two series of procedures, general and project specific. We define how to comply with the requirements for quality by the completion of a project specific quality plan, which includes:

1. Responsibility and authority of staff involved with the project.
2. The identification and acquisition of any controls, special equipment, resources and skills required to achieve the required quality.
3. Compatibility of the design with the information production.
4. Suitable verification at appropriate stages by reference to a design team review programme.
5. The clarification of standards of acceptability for all features and requirements, including those, which contain a subjective element.

When the practice identifies a problem in the operation of the architectural service, management will investigate. The investigation will consider the severity of the problem, how it could be corrected and prevented from happening again, and if appropriate, the timescale for correction. The correction may involve an amendment of procedures. Any such amendments will fully recorded. This information will be considered as part of the management review. We identify, collect, index, access, file, store, maintain, and dispose of records in suitable manner. Records are maintained to demonstrate conformance to specific requirements and the effective operation of the quality system. Pertinent records from directly engaged consultant or specialist firms are an element of this data. All records are legible and are stored and retained in such a way that they are readily retrievable and in facilities that provide a suitable environment to prevent damage or deterioration and loss. We identify the training needs and provide for the training of all personnel performing activities affecting quality. Personnel performing specific assigned tasks are qualified on the basis of appropriate education, training and/or experience.

In 1989 we published our 'Quality Assurance Manual for Architects'. This document has been widely used in the profession and has formed the basis of our own internal Quality Management System.

Haverstock are committed to continual improvement of 9001/14001 certification, and this is led at partnership level. The partners ensure that quality objectives are established for relevant functions and levels within the organisation.

Signed:

David Givens, Partner



Claire Barton, Partner



Tom Gibb, Partner

Date: 2021