

Quality policy

It is Penoyre & Prasad's policy to understand our interested parties' requirements. We have developed our Quality System to help us achieve the aims of our practice plan and to fully meet our client's needs and expectations in terms of design, cost, performance, safety and to meet applicable industry guidance, requirements and standards. We promote a culture of customer care and service throughout our organisation.

Certification

Penoyre & Prasad's Quality System is to the Quality Standard ISO 9001:2015 for the provision of architectural, master planning and design services.

Responsibilities

Overall responsibility for maintaining an effective Quality Policy lies with Ian Goodfellow. All staff are required to comply fully with the Quality Policy and Procedures. Day to day management of the Quality System is vested in the Project Leader and the Project Architect appointed to each project.

Procedures

We are aware that there are a number of internal and external issues that may impact our Quality System either through risks or opportunities. Our procedures for managing these are set out in Penoyre & Prasad's Practice Manual, which is part of our Quality System together with the Quality Policy, Standards and other key documents. The Practice Manual covers Practice, Project, Design and Production and Office Management. Our Quality Manager prepares these procedures and changes necessary due to changes in the Standard.

Training, Cooperation and Obligations

Each member of staff is given appropriate training and is required to make themselves familiar with and follow the relevant Procedures. The success of our Quality System relies on commitment from all levels of Penoyre & Prasad.

Contractors and Consultants

Where appropriate contractors and consultants employed by Penoyre & Prasad will be required to either demonstrate they have an adequate Quality Policy and Procedures in place or comply with Penoyre & Prasad's Policy and Procedures.

Review

Penoyre & Prasad's Quality System is reviewed through regular audits to identify and implement improvements and continuously improve the service we offer our clients.

Information

This Policy and the Procedures are brought to the attention of all staff and made available via Penoyre & Prasad's Practice Management System.

Signed: 

Rev 11c

Last Reviewed: September 2019

Next Review: September 2020