

## Quality Policy

## DOCUMENT CONTROL

DATE	Revision/Details/Reason	Author
16/11/21	07/Format edited; doc control added	TA
22/01/24	08/Reviewed; office structure & address updated	ER
18/12/24	09/Organogram updated	TA

Overall responsibility for the effectiveness of the policy lies with Toby Adam (Director). For more information, please contact this person:

Signed 

Position: Director

Last reviewed: 18/12/2024

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## Practice Quality Policy Statement

Gaunt Francis Architects strives to design environmentally responsible, cost-efficient, beautiful places and buildings and passionately believes that good design will always create value. It is committed to customer service and strives to regularly exceed its customers' expectations of the quality of its services.

To achieve this commitment, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

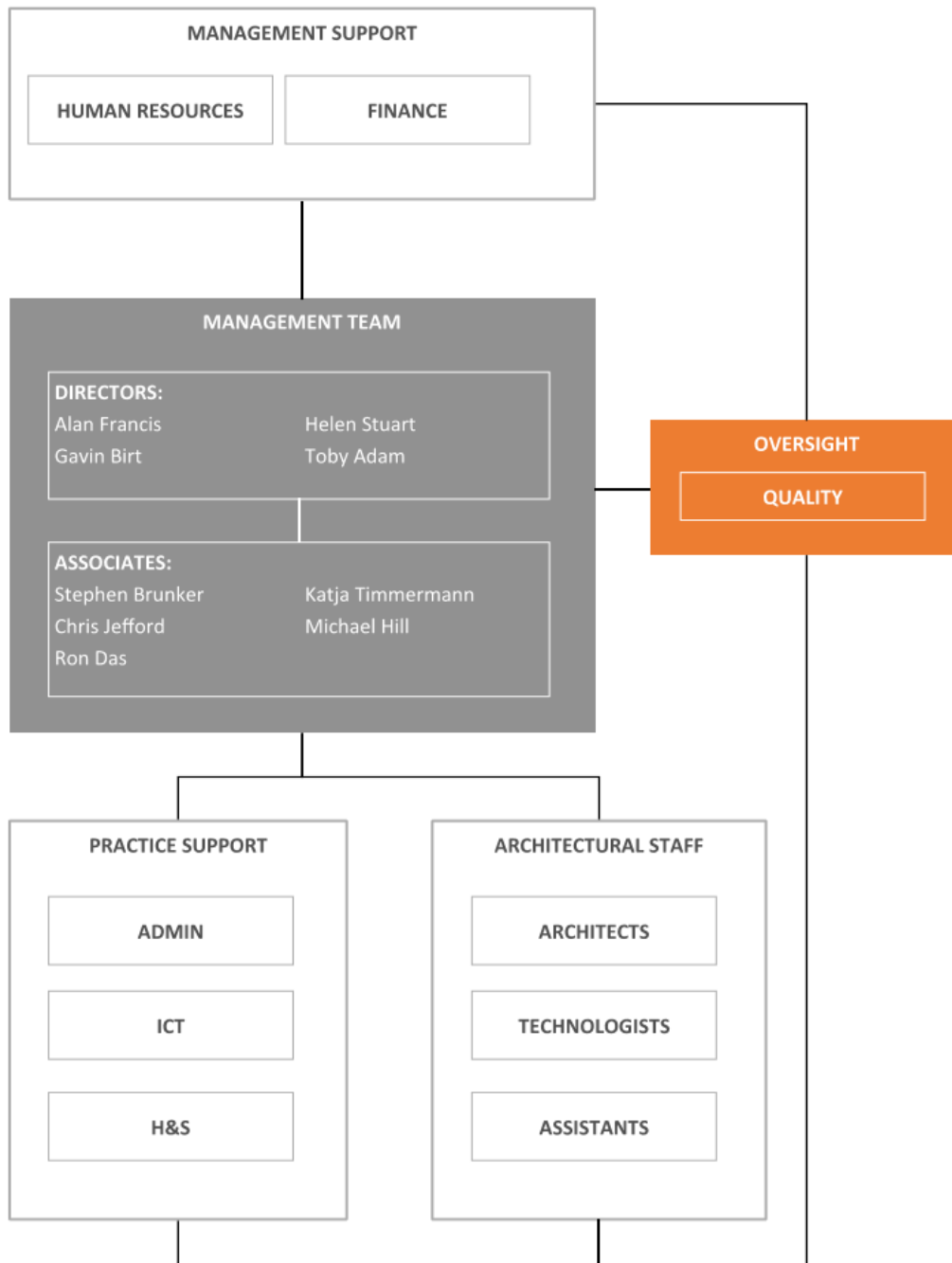
The company will:

- Ensure a strategy that recognises all interested parties, risks and opportunities to the business is in place that is regularly reviewed and updated in accordance with its ever-changing needs;
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process;
- Set objectives for continual improvement and proactively seek feedback from customers on how well our services meet their requirements;
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence;
- Select and work closely with suppliers and other externally provided resources who enable the company to create and deliver a reliable performance;
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the company's requirements;
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's services and business processes;
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensure that the company complies with all necessary regulatory and legal requirements.

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

## Organisation Chart

GAUNT FRANCIS  
Architects



RIBA Outline Plan of Work

Stage	Icon	Stage Name	Description	Key Deliverables	Key Milestones	Key Documents	Key Roles	Key Risks	Key Notes
0		Strategic Definition	The best means of achieving the Client Requirements confirmed	Prepare Client Requirements including Business Case for Quality Aspirations and Project Budget	Agree Project Brief	Source Site Information including Site Surveys	Prepare Project Programme	Prepare Project Execution Plan	No design team required for Stages 0 and 1. Client advisers may be appointed before Stage 2 to provide strategic advice and design including before Stage 2 commences.
1		Preparation and Briefing	Project Brief approved by the client and confirmed that it can be accommodated on the site	Prepare Architectural Concept incorporating Strategic Engineering Requirements and aligned to Cost Plan, Project Strategies and Outline Specification	Agree Project Brief Derogations	Under take Design Reviews with client and Project Stakeholders	Prepare stage Design Programme		
2		Concept Design	Architectural Concept approved by the client and aligned to the Project Brief	Prepare Architectural Concept incorporating Strategic Engineering Requirements and aligned to Cost Plan, Project Strategies and Outline Specification	Agree Project Brief Derogations	Under take Design Reviews with client and Project Stakeholders	Prepare stage Design Programme		
3		Spatial Coordination	Architectural and engineering information Spatially Coordinated	Under take Design Studies, Engineering Analysis and Cost Exercises to test Architectural Concept	Coordinated design aligned to updated Cost Plan, Project Strategies and Outline Specification	Initiate Change Control Procedures	Prepare stage Design Programme		
4		Technical Design	All design information required to manufacture and construct the project completed	Develop architectural and engineering technical design	Prepare and coordinate design team Building Systems information	Prepare and integrate specialist subcontractor information	Prepare stage Design Programme	Specialist subcontractor designs prepared and reviewed during Stage 4	
5		Manufacturing and Construction	Manufacturing, construction and Commissioning completed	Finalise Site Logistics	Manufacture Building Systems and construct building	Monitor progress against Construction Programme	Inspect Construction Quality	Resolve Site Queries as required	Under take Commissioning of building
6		Handover	Building handed over, Aftercare initiated and Building Contract concluded	Hand over building in line with Plan for Use Strategy	Under take review of Project Performance	Under take seasonal Commissioning	Rectify defects	Complete initial Aftercare tasks including light touch	Post Occupancy Evaluation
7		Use	Building used, operated and maintained efficiently	Implement Facilities Management and Asset Management	Under take Post Occupancy Evaluation of building performance in use	Verify Project Outcomes including Sustainability			Adaptation of a building (let the building work hard) begins a new Stage 0

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Further guidance and detailed stage descriptions are included in the RIBA Plan of Work 2020 Overview.

RIBA Plan of Work 2020

**Stage Boundaries:** Stages 0-4 will generally be undertaken one after the other. Stages 4 and 5 will overlap in the Project Programme for most projects. Stage 5 commences when the contractor takes possession of the site and finishes at Practical Completion. Stage 6 starts with the handover of the building to the client immediately after Practical Completion and finishes at the end of the Direct Liability Period. Stage 7 starts concurrently with Stage 6 and lasts for the life of the building.

**Planning Note:** Planning Applications are generally submitted at the end of Stage 3 and should only be submitted earlier when the threshold of information required has been met. Planning Application & made during Stage 3, a mid-stage gateway should be determined and it should be clear to the project team which tasks and deliverables will be required. See Overview guidance.

**Procurement:** The RIBA Plan of Work is procurement neutral - See Overview guidance for a detailed description of how each stage might be adjusted to accommodate the requirements of the Procurement Strategy. ER - Employer's Requirements CF - Contractor's Proposals

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