

Quality Policy

DOCUMENT CONTROL

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31/10/25	10/Project Delivery section added	TA

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

Signed 

Position: Director

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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;
- 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.

Project Delivery Quality Policy Statement

In addition to the over-arching Quality Policy Statement, Gaunt Francis Architects recognises that Project Delivery can have a significant impact on how we meet our Quality aspirations, and GFA is committed to providing clients with an outstanding service, providing designs that meet the Vitruvian definitions of "Commodity, Firmness, and Delight".

Commodity (Utilitas): This principle refers to the functionality and usability of a building.

Firmness (Firmitas): This aspect pertains to the structural integrity and durability of a building.

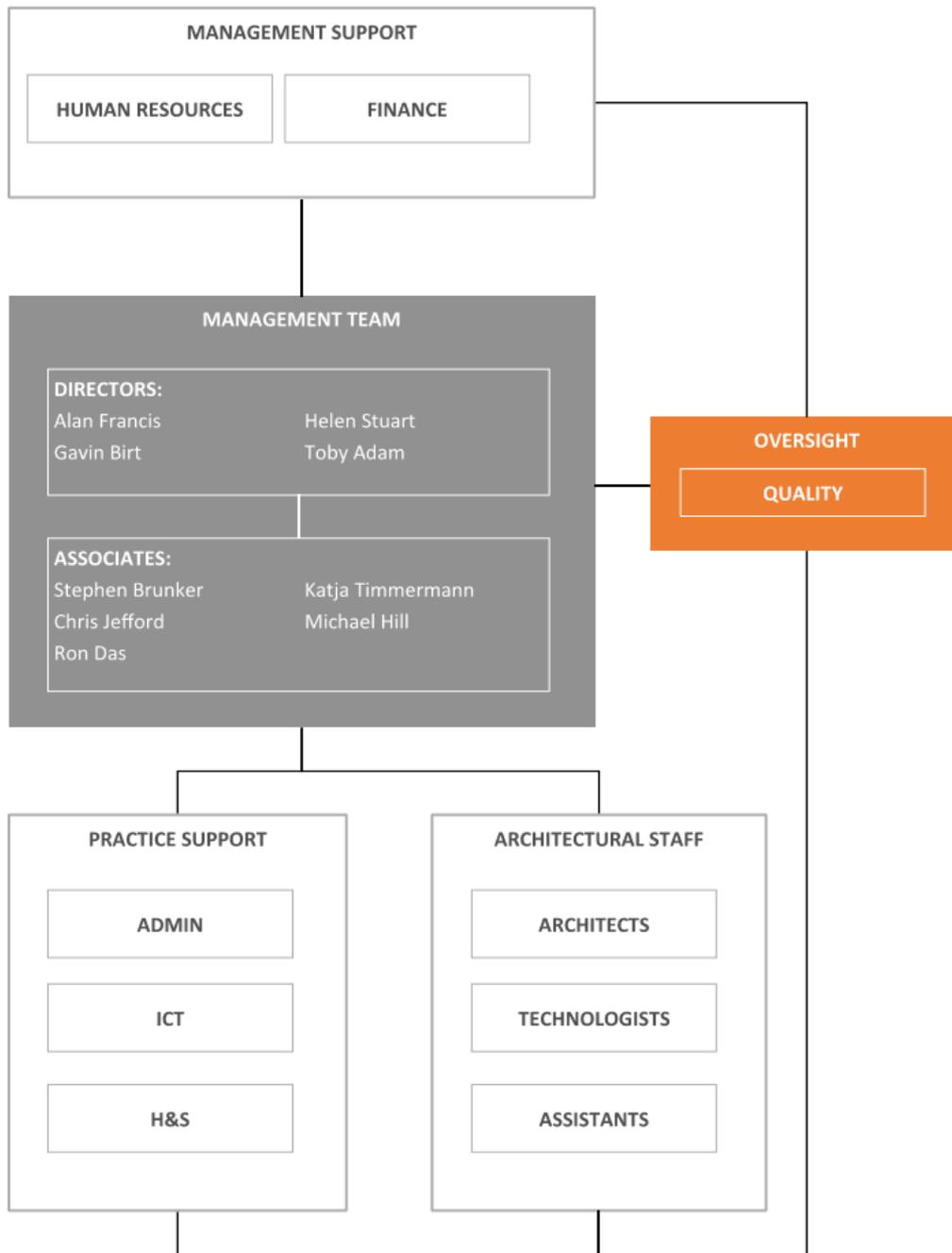
Delight (Venustas): This principle addresses the aesthetic quality of architecture.

The company will:

- Follow the operational requirements of our Business Management Systems Manual where it refers to project delivery.
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets the company's requirements;
- Actively manage the training and development of employees so that we are meeting our competence obligations, particularly in respect of Health & Safety (CDM) and fire safety.
- Not specify materials that are not in accordance with relevant British or European Standards and Codes of Practice and/or the requirement of the Guidance "Good Practice in the Selection of Construction Materials (2011)" sponsored by the British Council of Offices and the BRE Digest (or any updated versions of the Guidance and Digest) current at the time of specification or good building practice or techniques.
- Ensure the suitability of products that we specify in terms of fire safety, performance, durability, safety etc by:
 - Referring to appropriate British Standards and seeking evidence of test results;
 - Referring to Agreement Certificates such as those from the BBA
 - Using an outline specification at RIBA Stage 2
 - Using a full specification at RIBA Stage 4 that includes workmanship clauses
 - Recording manufacturers information in the project database to evidence best practice.
- Select and work closely with suppliers and other externally provided resources who enable the company to create and deliver a reliable performance.
- Carry out internal design reviews on all major design projects before issue.

Organisation Chart

GAUNT FRANCIS
Architects



RIBA Outline Plan of Work

Stage	Icon	Stage Name	Description	Key Deliverables	Key Milestones	Key Risks	Key Roles
0		Strategic Definition	The best means of achieving the Client Requirements can be confirmed	Project Brief approved by the client and confirmed that it can be accommodated on the site	Project Brief, Feasibility Studies, Site Information, Project Budget, Project Programme, Procurement Strategy, Information Requirements	Project Brief, Feasibility Studies, Site Information, Project Budget, Project Programme, Procurement Strategy, Information Requirements	Architect, Client Team
1		Preparation and Briefing	Project Brief approved by the client and confirmed that it can be accommodated on the site	Project Brief approved by the client and confirmed that it can be accommodated on the site	Project Brief, Feasibility Studies, Site Information, Project Budget, Project Programme, Procurement Strategy, Information Requirements	Project Brief, Feasibility Studies, Site Information, Project Budget, Project Programme, Procurement Strategy, Information Requirements	Architect, Client Team
2		Concept Design	Architectural Concept approved by the client and aligned to the Project Brief	Architectural Concept approved by the client and aligned to the Project Brief	Architectural Concept, Strategic Engineering, Quality Aspirations and Spatial Requirements, Project Budget, Project Programme, Procurement Strategy, Information Requirements	Architectural Concept, Strategic Engineering, Quality Aspirations and Spatial Requirements, Project Budget, Project Programme, Procurement Strategy, Information Requirements	Architect, Client Team
3		Spatial Coordination	Architectural and engineering information Spatially Coordinated	Architectural and engineering information Spatially Coordinated	Architectural and engineering information Spatially Coordinated	Architectural and engineering information Spatially Coordinated	Architect, Client Team
4		Technical Design	All design information required to manufacture and construct the project completed	All design information required to manufacture and construct the project completed	All design information required to manufacture and construct the project completed	All design information required to manufacture and construct the project completed	Architect, Client Team
5		Manufacturing and Construction	Manufacturing, construction and Commissioning completed	Manufacturing, construction and Commissioning completed	Manufacturing, construction and Commissioning completed	Manufacturing, construction and Commissioning completed	Architect, Client Team
6		Handover	Building handed over, Aftercare initiated and Building Contract concluded	Building handed over, Aftercare initiated and Building Contract concluded	Building handed over, Aftercare initiated and Building Contract concluded	Building handed over, Aftercare initiated and Building Contract concluded	Architect, Client Team
7		Use	Building used, operated and maintained efficiently	Building used, operated and maintained efficiently	Building used, operated and maintained efficiently	Building used, operated and maintained efficiently	Architect, Client Team