

## 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

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 customer's 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.

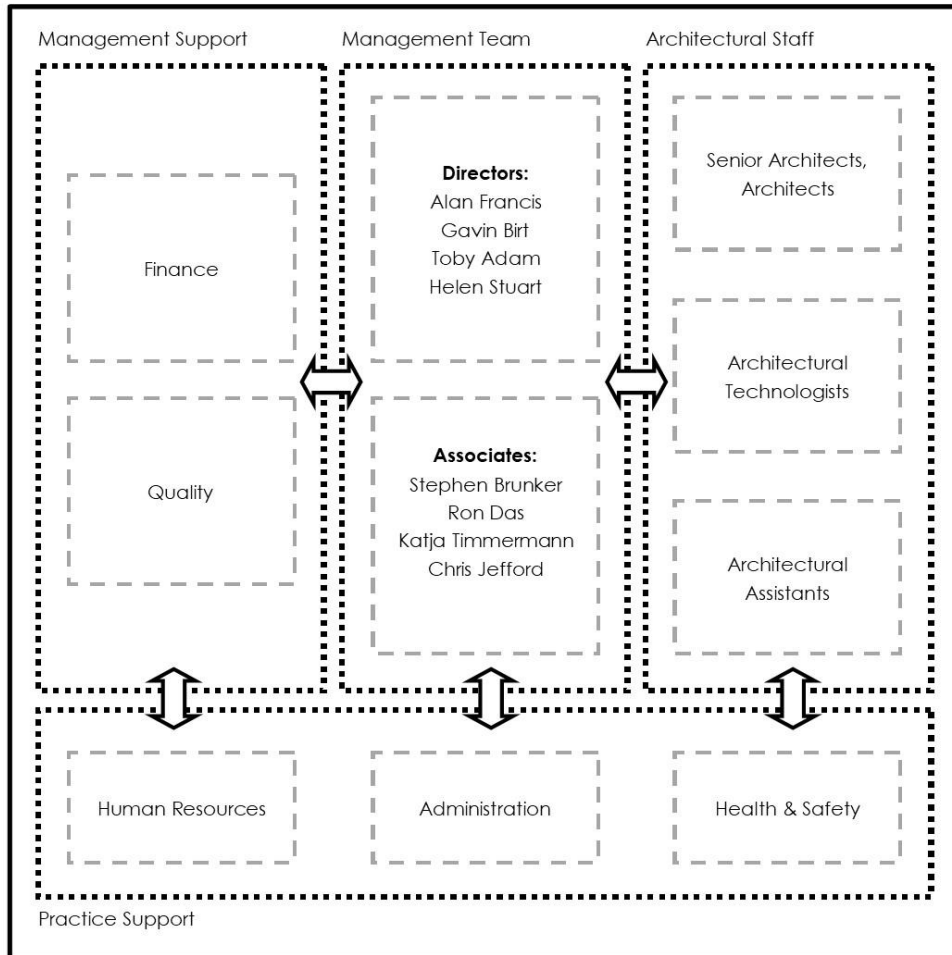
The company will:

- 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 Ltd



RIBA Outline Plan of Work

Stage	Icon	Stage Name	Description	Key Deliverables	Key Milestones	Key Risks	Key Roles
0	Strategic Definition	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	Agree Project Brief	Client
1	Preparation and Briefing	Preparation and Briefing	Project Brief approved by the client and confirmed that it can be accommodated on the site	Develop Project Brief including Site Surveys and Project Programme	Prepare Project Brief	Prepare Project Brief	Client, Architect
2	Concept Design	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	Agree Project Brief	Client, Architect
3	Spatial Coordination	Spatial Coordination	Architectural and engineering information Spatially Coordinated	Understand 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	Client, Architect, Engineer
4	Technical Design	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 stage Design Programme	Client, Architect, Engineer, Specialist subcontractor
5	Manufacturing and Construction	Manufacturing and Construction	Manufacturing, construction and Commissioning completed	Finalise Site Logistics	Manufacture Building Systems and construct building	Monitor progress against Construction Programme	Client, Architect, Engineer, Specialist subcontractor
6	Handover	Handover	Building handed over, Aftercare initiated and Building Contract concluded	Hand over building in line with Plan for Use Strategy	Understand review of Project Performance	Understand seasonal Commissioning	Client, Architect, Engineer
7	Use	Use	Building used, operated and maintained efficiently	Implement Facilities Management and Asset Management	Understand Post Occupancy Evaluation of building performance in use	Verify Project Outcomes including Sustainability	Client, Architect, Engineer, Facilities Management