

Architects Plus (UK) Limited is fully committed to providing a high-quality service to our clients and other stakeholders. We strive to provide our customers with services which meet and exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for continuously measuring and improving quality performance.

Architects Plus (UK) Limited is an architectural practice registered under the Chartered Practice scheme of the Royal Institute of British Architects (RIBA) and has chosen to adopt a formal system for managing the quality of work. The model employed for this is the international Standard BS EN ISO 9000:2015 – Quality Management Systems and we have used guidance prepared by the RIBA Chartered Practice Toolkit and supplementary guidance from other authoritative sources.

We believe that being an RIBA Chartered Practice and adopting this Quality Management System (QMS) helps us deliver our objective of providing a reliable and competent architectural service to our clients and the users of the places we design or other services we provide. We also believe that the QMS assists us in collaborations and other working relationships with other professionals and/or contractors and suppliers.

There is a total commitment within the practice to the operation and upkeep of our QMS, which is regularly reviewed and updated against our own methods and innovations and against changes in external influences, quality standards, legislation, industry standards, custom or practice.

Our commitment is to:

- Ensure that our clients are provided a service that meets their individual requirements.
- Conform to statutory commitments and accepted good practice.
- Regular gathering and monitoring of customer feedback.
- Ensure a strict corrective and preventative action procedure.
- Provide continuous training and development of employees.
- Undertake regular quality audits of our internal processes.
- Develop measurable quality objectives which reflect our business aims.
- Ensure regular Senior Management reviews of audit results, customer feedback and complaints.
- Monitor and review the QMS system annually.

Signed



Barbara Gower, Director



Christian Judd, Director

Dated: January 2024