

## 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.

Signed on behalf of the Company by:

Alan Francis  
Managing Director

31/10/2019



Toby Adam  
Director & Quality Manager

31/10/2019

