

## QUALITY MANAGEMENT POLICY

### INTRODUCTION

Skelly & Couch has developed and implemented a quality management system in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and to improve the overall management of the company.

The quality management system of Skelly & Couch meets the requirements of the international standard ISO 9001: 2015. This system addresses the design, development, implementation, and delivery of the company's services. Design activities are planned in accordance with BSRIA BG6/2014 (A Design Framework for Building Services) and the BSRIA Building Services Job Book. These are aligned with the RIBA Plan of Work 2016.

This manual describes the quality management system, delineates authorities, inter relationships and responsibilities of personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the quality management system to ensure compliance to the necessary requirements of the standard.

This manual is also used externally to introduce our quality management system to our customers and other external organizations or individuals. The manual is used to familiarise them with the controls that have been implemented and to assure them that the integrity of our quality management system is maintained and focused on customer satisfaction and continuous improvement.

### 1. SCOPE

The activity covered by the quality management system of Skelly & Couch is for the supply of mechanical, electrical, public health, environmental and acoustic design services.

The quality management system complies with all applicable requirements contained in ISO 9001:2015, covers the design and provision of these services, and encompasses all related operations at our office, in London.

### 2. POLICY & OBJECTIVES

Our quality management procedures are modelled on those set out in ISO 9001. We see quality management systems as a springboard to strengthening and improving the standard and consistency of our work. We endeavour to make best use of the procedures we have developed. We monitor them to ensure that there is continual improvement in all aspects of the practice's work and that they evolve to meet our needs. Current objectives agreed at the Management Review meeting are published in Workspace.

The eight underlying principles to our Quality Management System (QMS) are:

- *Continual Improvement* – to make best use of the job running and management procedures and processes to improve quality standards over time, taking the needs of interested parties into consideration.
- *Customer Focus* – continue to develop our customer focus to help us better meet our client's needs and expectations
- *Supply Chain Involvement* - identify all contractors and consultants that act as our suppliers and build good relationships and lines of communication with them, in order to deliver best value for our clients
- *Leadership* – senior members of the practice shall lead by example in terms of demonstrating good quality procedures
- *Education and Training* – train our staff in all aspects of quality management and invest in training all staff members so that they continue to develop their professional skills and knowledge.
- *Encourage Feedback* – encourage feedback on our processes and performance from staff and clients and involve them in developing improvements.
- *Health & Safety* – take reasonable care to ensure that our activities are safe for our staff and subcontractors and others who come into contact with our work.
- *Statutory Obligations* – comply with all applicable laws and regulations

# SKELLY & COUCH

Our Quality Standards are supported and enhanced by the use of knowledge management technology 'Workspace mini' by [Union Square Software](#). Workspace mini addresses the key areas of email retention, document management, CRM and project accounting to reinforce our competitive edge as a flexible and responsive practice.

Skelly & Couch Ltd was certified by BSI for ISO 9001 under certificate number FS 615817 in December 2013.



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