

Ingleton Wood is committed to excelling in all that we do and delivering the best possible outcomes for clients. We strive to set best practice high standards, complete checks, and reviews, as well as find opportunity to continuously improve. The overall objective is to develop a culture of quality to ensure that we deliver a consistently high level of service throughout our multi-disciplinary design, technical advice and business activities.

Summary

The Partners are committed to implementing appropriate systems and processes for Quality Assurance and Continuous Improvement to enable us to deliver the highest practicable quality services. We will therefore:

- Work with our clients and partners to develop our services to meet their needs.
- Conduct our business in a way that reflects our core values.
- Create an environment that promotes continuous improvement and knowledge sharing across all stakeholders.
- Ensure compliance with legal and other applicable standards.
- Educate and train our people to support the delivery of high-quality services.

The Partners aim to achieve the above by implementing a management system that complies with BS EN ISO 9001:2015.

We recognise the importance of monitoring and reviewing our business management systems and through continual monitoring and planned reviews we can identify improvements to our service and maintain compliance with legal and ethical standards. This will effectively provide our clients with the confidence that the provision of service will be delivered consistently to predetermined high standards.

As part of this Policy, we will carry out regular audits of internal compliance and use a variety of methods to measure and track Client Satisfaction. The findings of these audits, together with other comments and data, will be used to guide and direct our continuous improvement learning outcomes programme. We will establish Quality Assurance objectives with reference to our activities.

Our Partners shall:

- Take accountability for the effectiveness of the Business Management System.
- Ensure the quality policy and quality objectives are established and are compatible with the context and strategic direction of the Practice.
- Set responsibilities for quality throughout our disciplines and office location organisation of the Practice.
- Promote the use of a process approach and risk-based thinking.
- Support the use of focus groups, steering groups, champions, to share knowledge and best practice.
- Implement the proactive and effective use of standard documentation.
- Establish partnerships with suppliers and interested parties to provide an improved service.
- Communicate with the discipline leads, office locations and Practice regarding quality objectives, processes and feedback. To be through a variety of mediums, centred on the Building Quality SharePoint platform.

Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

Process and Procedure

Quality Assurance (checks and records)

Our process to ensure we deliver quality services. We aim to understand our client requirements and deliver a quality, timely service. To help maintain a quality service throughout all of our teams we use:

- QA checks/peer review
- Design team reviews
- Sub-consultant reviews and approved list Technical Guidance (our best practice guides for services and themes)
- Standard Documents (our best practice templates for each discipline)
- Auditing of our quality processes

Continuous Improvement (review and learn)

Finding opportunity to continually improve our service. We seek to understand our clients' issues and problems, and listen to feedback to augment or improve our service via:

- Project Review Panels
- Client feedback and complaint review
- Discipline/Sector specific focus groups
- Legislative or best practice updates
- Root cause analysis and corrective action



Simon Gorst

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This policy will be reviewed at least once annually by our partnership and where deemed necessary will be amended and re-issued.