

COLLECTIVE ARCHITECTURE

QUALITY ASSURANCE POLICY

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Registrations

Collective Architecture holds an accredited certification in UKAS ISO 9001: 2015 (Quality Management).

Service Delivery

Collective Architecture provides full Architectural Services which includes new builds, refurbishments, conservation, strategic planning, and green-blue infrastructure.

Collective Architecture also has a specialist division called Collective Energy, established in 2020, to offer key services and advice around how to make buildings, places, processes and communities more sustainable and effective. Key services provided are:

- Passivhaus Design Services
- Circular Economy Consultancy
- Building Performance Services

Management Review

It is the policy of the Collective Architecture to maintain a quality system designed to meet the requirements of ISO 9001:2015 or any other standard in line with the Organisational Structure in pursuit of its primary objectives of being an industry leading architectural practitioner.

It is the policy of the Collective Architecture to:

- give satisfaction to all our clients, collaborators, stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Client satisfaction – and meeting expectations - is an essential part of the quality process. To ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on quality, client requirements and delivery.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by the Management Team to ensure it remains appropriate and suitable to our business. The Quality System is subject to both internal and external annual audits.

Continued Professional Development

We encourage all employees to participate in CPD, in order to keep up to date with technical advances and new practices. To assist this process, we organise and host regular CPD seminars involving guests from all areas of the construction industry and in-house presentations/discussions. Our guests and themes include;

- Other leading consultants, invited to ensure our working practices are compatible with other design team members and among the best in comparison with other architects and lead consultants.
- Representatives of leading universities, membership organisations and research bodies, including the University of Strathclyde, RIBA, RCIS and the Scottish Ecological Design Association. We also assist other bodies, such as Architecture Design Scotland, in developing new outreach and exhibition programmes.
- A wide variety of suppliers; keeping abreast of economic and technical developments is key to maintaining our record of technical and creative innovation within specified, often restricted budgets.

Office and Site Procedure

Our technical team (architects and technologists) carry out checks and reviews of drawings and specifications at key RIBA Work Stages. Clear and thorough coordination of consultants' information is maintained via drawing check procedures and good communication between parties. This communication is facilitated by regular design team meetings and augmented by technical meetings when required. Regular internal meetings/briefings are undertaken to keep the office as a whole updated on new developments with benefits and potential pitfalls highlighted. This clear internal communication leads to continued efficiency gains. We also provide checklists and guidance for each RIBA work stage to ensure all requirements are covered. Involved dialogue with the Quantity Surveyor and other team members during detailed design, billing and tender preparation provides a further layer of checking and quality assurance.

Our projects are managed throughout the construction stages to ensure quality and rigour are applied. Our up-to-date NBS specification is fully registered and frequently updated by NBS. This coupled with our drawing quality assurance systems and onsite inspections ensure that completed buildings are technically executed to a high standard and meet the original design intent.



Signed: _____ Director

Date: 29th August 2022

(Previous review: 2021 09 13)