

Burwell Architects
Quality Policy
Version 07
25th March 2023

Version	Date	By	Note
1	May 2017	CG/SP/NB	Reviewed for 2017 and signed
2	Jan 2019	CM	Reviewed and updated to reflect name change
3	Feb 2019	CG/HM	Reviewed and updated to include the Code of Practice
4	May 2020	CG	Reviewed and updated to include additional items and change ownership.
5	Feb 2021	CG/HM	Reviewed, date updated, new version issued.
6	Dec 2021	HM	Logo updated to reflect rebranding
7	March 2023	CG	items 10 & 11 added

Quality Policy

It is the policy of Burwell Architects to maintain a quality system designed to meet the requirements of ISO 9001:2015 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation. This policy meets and exceeds the principals outlined in the Code of Practice for RIBA Chartered Practices which can be found on our server filed in our Business Management System within 9.0 Policies.

It is the policy of Burwell Architects to:

1. give satisfaction to all our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
2. comply with all legal requirements, codes of practice and all other requirements applicable to our activities.
3. the reduction of hazards, prevention of injury, ill health, and pollution.
4. provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
5. ensure that all employees are made aware of their individual obligations in respect of this quality policy.
6. 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".
7. minimise our environmental impact within our office and threw the projects we undertake.
8. adhere to the principals set out in the Code of Practice and exceed the expectations of them at every opportunity.
9. regular reviews of this policy and our Management System effectiveness to achieve continual improvement.
10. encourage all our staff to strive to create and maintain a professional work environment and to improve their skills wherever possible.
11. ensure that we consult with all our employees on matters affecting their health, safety and wellbeing and endeavor to prevent accidents and cases of work-related ill health.

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

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.

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



Signed: Christopher Gilbert (Director, Quality Manager)

Dated: 25th March 2023