Our Quality Policy

Gary Johns Architects is a RIBA Chartered Practice and has chosen to adopt a Quality Management System that satisfies the requirements of ISO 9001.

We are committed to complying with all relevant legal and statutory regulations.

The Managing Director will set and review company objectives on an annual basis.

As part of our system we carry out quarterly internal audits, and we employ a qualified external body to review and audit our system on an annual basis to ensure the standard is maintained and continuous improvement is implemented.

We believe that by adopting our quality management system, we will fulfil our objectives of delivering services of a high and consistent quality which meet the requirements, needs and expectations of our clients for quality and reliability at all times.

We also believe that our system will allow us to more effectively collaborate with other professional consultants, contractors and suppliers to deliver a high quality project.

In order to ensure continual improvement, we hold internal design reviews at key milestones of each project. We record the clients brief and confirm in writing to the client every change to the brief as work progresses. We capture our client's feedback on the quality of our service both during the process and on completion of the project. We strive to learn from this and implement necessary changes.

Our quality policy is reviewed at regular intervals to ensure that it is still up to date and relevant.

Through training within our team we ensure that our quality policy is understood and implemented. Regular update training is provided as the system progresses and improves.

All new members of the team are instructed in the requirements and use of the systems as a part of their introduction to the wider objectives of the practice.

Everyone within our team is responsible for applying the requirements of the system, and it is incumbent upon everyone to notify our Quality Management Representative if a deviation from the system is found.

Amended January 2018