

# Quality Policy

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**Architects**

DJD Architects believe quality is critically important in delivering high quality design and advice to our clients.

We put quality at the centre of what we do and are always looking to evaluate, develop and learn to improve what we do. We do this through design reviews, our research and development programme, internal audits and seeking feedback from our Clients and those we work with.

We use our Design Approach to make the buildings and places we design, responsive, functional, buildable, uplifting and sustainable. Key to this is making sure we have listened to and understood our Clients. Our Quality Management System supports our Design Approach to ensure that the way we run our business and the way in which we deliver our service to our Clients is well planned, efficient and effective and meets applicable requirements. The system also helps support the way in which we collaborate and work with other professionals, consultants, contractors and suppliers.

Our Quality Management System covers the architectural services we provide, along with our specialist consultancy services; CDM Principal Designer, SAP Assessment and Party Wall Surveying.

As an architectural practice DJD Architects are a Royal Institute of British Architects (RIBA) Chartered Practice demonstrating our commitment to quality assurance, business management and client service. Our architects are registered with the Architects Registration Board (ARB) and in addition are RIBA Chartered Members, and all projects are under the direct supervision of a Chartered Architect.

We operate a common Quality Management System across DJD Group Limited, trading as DJD Architects and our subsidiary DJD Construction Consultants, which meets the international standard BS EN ISO 9001:2015. We are committed to ensuring that we review and adapt our system so that it continues to meet the international standard. We have our Quality Management System externally certified by a UKAS accredited certification body to demonstrate that we are meeting this standard.

All members of the team are responsible for delivering quality and our directors are personally committed to this. We use the Quality Management System to guide how we run the office and deliver our work every day. All members of the team are introduced to the Quality Management System as part of their induction and updates to the system are communicated through our Intranet, supported by additional training where required.

We are committed to a culture of continual improvement. The whole team works with the directors to prepare our business plan setting the direction we want to go and targets for how we want to improve. We are committed to improving our Quality Management System and improving Client satisfaction. The directors meet regularly to review our performance, assess the impact of regulatory, industry and other changes and to agree action to make sure we are always doing better for our Clients, team and stakeholders.

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■ DJD Group Limited Trading as 'DJD Architects'  
■ A list of Directors is available on our website.  
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30 years  
1987-2017



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## Architects

Revision	Note	By	Date
-	First issue	KD	29/01/2018
1	Para 3 updated to add 'and meet applicable requirements'	KD	08/03/2018
2	Scope of application added as para 4	KD	21/09/2018
3	Scope of application updated to remove CSH, HQI. HQM	KD	28/03/2019
4	Reviewed. Amendments changed to numbered sequence.	KD	03/05/2020
5	Specific commitment to improvement of the QMS and client satisfaction	KD	08/12/2020
6	Reviewed. ISO 9000 replaced with ISO 9001:2015. Reference to Extranet replaced by Intranet	JCM	08/04/2021