

# rhp Quality Policy

## **Introduction**

R H Partnership (RHP) is an established and well-respected architectural practice founded in 1974, which provides a high standard of architectural design services. We currently employ around 75 qualified and experienced people, and operate out of three studios in Cambridge, Brighton and London.

RHP has set key objectives in order to maintain and improve our well-managed Practice, consistent to the requirements of ISO 9001:2008, under which it is certified. These will be monitored and measured to reflect our commitment to the improvement of our services. Continual renewal of the management systems is also vital to the Practice's policy for the continual success of their business.

## **Maintaining Quality**

RHP's Quality Management System are embodied in:

- The Management Workbook which is a strategic document describing our Practice, our services and our systems for maintaining the quality of service that we provide. Procedures are outlined for managing resources, training, managing feedback, document control and business planning.
- The Project Logs held on Union Square (or historically on each project file for older jobs). They monitor all projects from appointment through to the final project review. These are stored on our intranet and are therefore easily accessible to all administrative and architectural staff. The Log records the various stages of a project, including project type, team members, brief, programme, project reviews, key dates, contract administration and archiving.
- Our Project Administrative Systems are managed by our intranet software to ensure that all projects are run on consistent lines and that all relevant information is added to a project. All staff have easy access to the intranet and receive regular training on its functions. The intranet includes electronic document management for emails, project correspondence and drawings, as well as resourcing, finance and invoicing functions. These controls help to ensure 'real time' project information is available whenever required.

## **Management System Reviews**

Our management team, including the specifically allocated director for this key aspect of our Practice, continually review our management system to ensure that we respond to the differing requirements of our clients and projects. The Practice has identified key personnel in each Studio who perform a monitoring role. In addition to any relevant issues being raised at RHP's monthly board meetings, these personnel meet formally every 12 months to review the Management System, and to respond to issues arising from internal audits and comments from clients and staff. To fulfil the regulatory requirements of the Standard, an annual audit of the Management System is undertaken by an external assessment body.

## **Feedback Procedures and Continual Improvement**

Project reviews are held at key stages in the project to ensure objectives are being met, including cost, programme and briefing targets. These reviews ensure that technical feedback is incorporated into the project.

The use of Final Project Reviews on completed projects, is now accepted as one of the more important processes of the Management System; monitoring customer feedback and satisfaction, and providing feedback to help RHP continuously improve its procedures. We encourage the client/end user to be present at these reviews together with other consultants and the contractor, and actively seek client feedback wherever possible.

 Director