

# 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 70 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 on a well-managed Practice, consistent to the requirements of ISO 9001:2015, 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 is embodied in:

- The Context & Leadership Document which is a strategic document describing the Practice, 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 various documents and guidelines stored within our intranet which form part of our accredited Quality Management System and are externally audited as such, including our Project Guide.
- Our Project Guide ensures that all projects are run on consistent lines and their associated documentation is stored within our intranet. All employees have access to this intranet and receive regular training on its functions. The intranet includes electronic document management for emails, project correspondence and drawings, as well as our contact database, and resourcing, HR, 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 assessor.

## 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 one of the more important processes of the Quality 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 and review client feedback wherever possible.



Director  
05/05/17