



## Quality Policy

PRP is primarily an Architectural practice also offering related consultancy services and is committed to excellence in design, service in delivery, compliance with applicable requirements and BS EN ISO 9001, against which it holds certification, and continual improvement of its Quality-Management System. In addition to the aims, as shown below, PRP has set measurable objectives in line with this policy as specified in its Management Manual, appropriate to the purpose and context of its business and supporting its strategic direction.

The practice aims to:

- deliver reliable and highly-competent services to clients
- provide high-quality building and environment design to clients and end-users
- achieve a high level of client satisfaction
- continually improve the quality of service
- improve the skills of employees
- continue to improve efficiency of working processes
- regularly review performance and achievements
- improve value for money offered to clients
- develop a reputation for excellence

To achieve these aims, PRP has in place quality procedures to ensure consistent, high quality by:

- regularly reviewing the Quality Policy and procedures and their suitability for effectiveness
- complying with the Quality Policy and procedures
- having in place internal, audit measures to ascertain compliance
- implementing corrective actions and corrections where necessary
- regularly reviewing objectives
- monitoring and analysing client satisfaction through management feedback
- having an established staff appraisal system and continual professional-development processes for staff members
- communicating the Quality-Management System to employees through regular inductions and update reminders
- reminding employees of their obligations to follow its Quality-Management System which is based on BS EN ISO 9001

This policy is available to interested parties via the PRP website.

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