

## QUALITY STATEMENT

### AVAILABLE TO ALL EMPLOYEES AND TO THE PUBLIC

Feilden+Mawson is fully committed to the provision of a service which conforms to client requirements and to the continual improvement of the efficiency and effectiveness of our Services, Processes and Management Systems. To achieve this objective, the practice operates a Quality Management System currently intended to satisfy the requirements of ISO 9001:2015. This system is reviewed monthly by the Partners and Management Team and the results of these reviews are recorded, the system is audited once a year by our External Assessors, S G S. Partners and Associates establish, implement and maintain the Quality Policy, ensuring it is appropriate to the purpose and context of our business, supporting our strategic direction. The Quality Management System Team provides a framework for setting our Objectives. F+M is committed to satisfy applicable requirements and the operation and continual improvement of our Quality Management System.

Adherence to this policy involves all of the practice's Partners, Associates and Staff to understand that they are each responsible for the quality of their own work. F+M operates a risk-based approach, with clear identification of Objectives and Targets, and these link to our work procedures.

Each project is allocated the resources it requires in terms of knowledge, skill and access to current information. All Staff are required to maintain Continuous Professional Development, according to the requirement of their professional body. Projects are run in accordance with the Quality Management System, and a random sample selected for audit across offices, to ensure continual compliance. Customer Satisfaction is measured and analysed through regular design team meetings and external surveys.

All F+M Staff fully understand the Quality Policy and its implications, including:

- What it is that the client requires (the Brief). This means that all members of the team must understand those requirements in relation to their own output and the way their output relates to that of others.
- The cost of their time in the context of a project budget and how this may be best deployed to give the best service.
- That no client is prepared to pay for aspects of the service which do not add value to this project.
- That each project must improve on past successes.
- The team leader must, of course, have a full understanding of the design input stipulated in the project plan.

This policy is available to the public through the F+M website. Our Objectives and Targets will be reviewed on an annual basis.



**Kim Graham, Senior Partner**  
for Feilden+Mawson LLP