



QUALITY MANAGEMENT SYSTEM - QUALITY MANUAL
JANUARY 2014
REVISION A

UNIT3 - DESIGN STUDIO
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The model employed for this is the international Standard BS EN ISO 9000 – Quality Management Systems and we have used guidance prepared by the RIBA (The RIBA Quality Management Toolkit) and supplementary guidance from other authoritative sources

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1 AMENDMENT STATUS

Section Reference	Title	Date Revised

2 CONTROLLED DISTRIBUTION LIST

Issue No.	Name	Position
1	ALL STAFF	ALL POSITIONS

3 PRACTICE PROFILE

unit3 is a new innovative design studio based in a converted warehouse in the heart of Liverpool's creative quarter – the Baltic Triangle.

We focus on all types of design and work in a unique environment that encourages creativity and a fusion of ideas between architecture, art and graphic design. Ultimately we strive to produce imaginative and inspiring designs whilst always growing and nurturing an enthusiastic, fun and enjoyable partnership with our clients.

Unlike other architecture practices, unit3 breaks away from the traditional model and is 'design diverse', offering enhanced and bespoke services to our clients.

Our creative team work within three core units within the studio: architecture, graphic design, and creative media.

Our ethos is to offer clients an exceptional design service utilising the knowledge and expertise from each of our designer's skill set. We can offer any core design service – such as traditional architectural design, alongside other services such as branding, interior design, landscape design, furniture design, website design and more.

4 DEFINITIONS

The following definitions are provided to assure a uniform understanding of selected terms as they are used by unit3 design studio for the purposes of the operation of the quality management system

Audit

Is the comparison of the practices and systems with the defined method, procedures and instructions.

Calibration

The comparing of two instruments, measuring devices or standards, one of which is of known accuracy traceable to nationally recognised standards. It is done to detect, correlate, report, or eliminate by adjustment any variation in accuracy of the instrument or measuring device of unknown accuracy.

Customer

The term customer is used for the recipient of the product or service by the supplier. The customer may ultimately be the consumer, user, beneficiary or purchaser.

Certification

Means the action of determining, verifying and attesting in writing to the qualifications of personnel, processes, procedures, or items in accordance with applicable requirements.

Corrective Actions

Are the measures taken to rectify adverse conditions to quality.

Concession

The authorisation to use or release the product/service, which does not comply fully with, specified requirement(s).

Inspection

Is any or all of the careful examinations, measurements and tests of the characteristics of items and services to ensure they meet contract requirements.

Instructions

Are written and/or spoken direction given with regard to what is to be done, including the information given in training

Non-Conformance

Is a deficiency in characteristic, documentation or procedure, which renders the quality of an item, or service unacceptable or indeterminate.

Procedure

A document that states the purpose and scope of an activity and specified responsibilities, methods, locations and sequence for all steps to be performed.

Process

Is the method of operation in any particular stage of manufacture of the material, part, component or assembly involved? (A process can also be the method of providing a service).

Product

The purpose of the quality system is to ensure that the product always satisfies the stated and implied requirements, which may be the customer's or the supplier's.

In an architects Practice the product output is in the form of drawings, feasibility studies, specifications, schedules, reports etc.

Client

Means the organisation which provides the finances and order requirements (otherwise the customer).

Quality

Is the totality of features and characteristics of a product or service that bear on its ability to satisfy a given need?

Quality Audit

Is a documented activity aimed at verifying by examination and evaluation that the applicable elements of the quality programme have been established, documented and effectively implemented in accordance with specified requirements?

Quality Assurance

Is those planned and systematic actions necessary to provide adequate confidence that a structure, system or component will perform satisfactorily in service.

Quality Control

Is the operational techniques and activities that sustain the product or service quality to specified requirements.

Quality Manual

Is a document setting out the general quality policies and organisation of the company.

Quality Plan

Means a document setting out the specific quality practices and procedures relevant to a particular activity, project or system.

Quality Program

Means the total effort of development, documentation, and implementation of policies and procedures in achieving and verifying quality in accordance with specified requirements.

Quality Systems

Is the organisation structure, responsibilities, activities, resources and events that together provide organised procedures and methods of implementation to ensure the capability of the organisation to meet the quality requirements.

Rework

Is the reprocessing an item or service to conform to the original specified requirement(s).

Specification

Is a document that prescribes in detail the requirements with which the product or service has to comply.

Supplier

This is the Practice providing the architectural service

Surveillance

Means the continuing evaluation and analysis of records, methods, procedures, items and services, including verification, to assure requirements are met.

Verification

Is confirming that an activity or condition conforms to specified requirements.

5 PRACTICE QUALITY POLICY STATEMENT

unit3 design studio is an architectural practice registered under the Chartered Practice scheme of the Royal Institute of British Architects (RIBA) and has chosen to adopt a formal system for managing the quality of work. The model employed for this is the international Standard BS EN ISO 9000 – Quality Management Systems and we have used guidance prepared by the RIBA (The RIBA Quality Management Toolkit) and supplementary guidance from other authoritative sources.

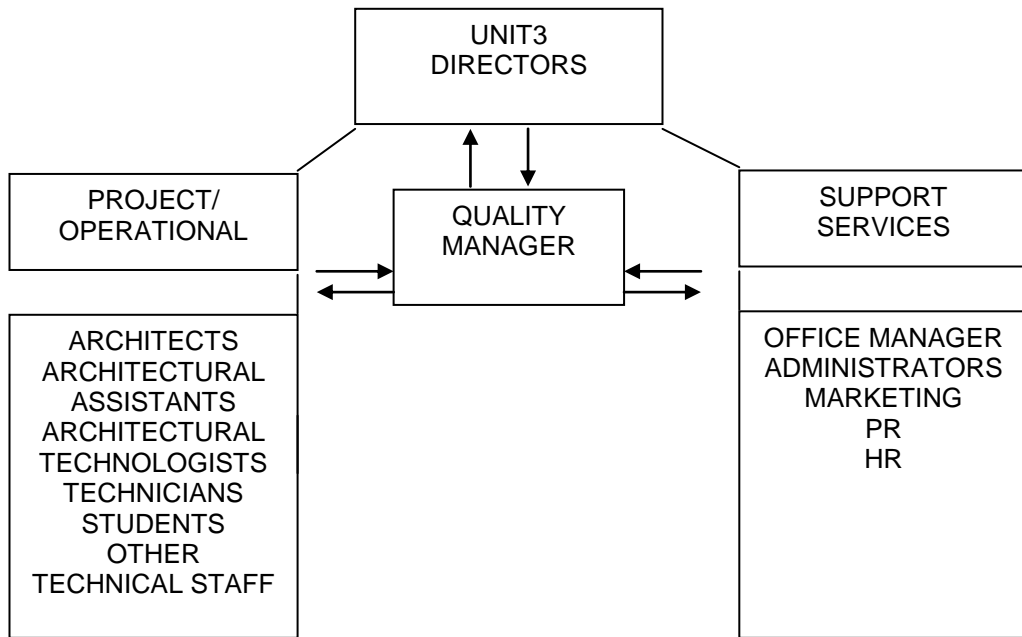
It is our conviction that in being an RIBA Chartered Practice and adopting systems such as those herein will help us deliver our objective of providing a reliable and competent architectural service to our clients and the users of the buildings/spaces we design or other services we provide as architects. We also believe that the systems will assist us in collaborations and other working relationships with other professionals and/or contractors and suppliers.

There is 100% commitment within the practice to the operation and upkeep of our systems, which are regularly reviewed and updated against our own methods and innovations and against changes in external influences be they quality standards, legislation, industry standards, custom or practice.

All new staff are instructed in the requirements and use of the systems as a part of their introduction to the wider objectives of the practice.

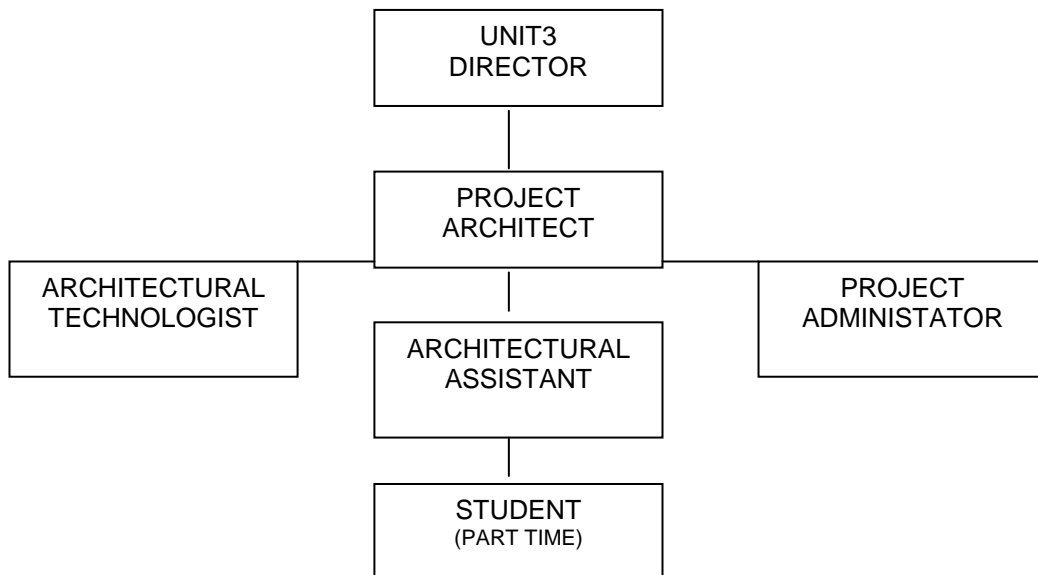
6 ORGANISATION CHART

Practice organisation



Typical project team

Varies from project to project to suit need
See individual project quality plans



7 RESPONSIBILITIES AND AUTHORITIES

Quality Manager

Is responsible for the implementation and maintenance of the quality system to BS EN ISO 9000, which shall include the following: -

Responsible for the generation and implementation of the internal quality system audit programme and the follow up of all corrective actions arising from the internal audits.

Ensuring all documentation related to the quality system is controlled as defined in the various procedures.

Ensures all actions from Management Review meetings are discharged as agreed.

Responsible for ensuring that any quality related problem, whether system, service, product or contract is resolved effectively.

The Quality Manager reports directly to the director on issues of quality irrespective of their reporting line in carrying-out other duties.

Project Architects and Designers

Implementing the Quality Management System in respect of project work under their control and for aspects of general management for which they may be responsible in part or whole.

8 SCOPE OF APPLICATION

The Practice provides a range of design services including:

- Technical architectural drawing and detailing
- BIM / technical collaboration
- CGI visualisations and artists impressions
- Project management
- Site supervision
- Tender and procurement
- Educational workshops and tutorials
- Model making (virtual and physical)
- Contract administration
- Conservation / heritage work
- Planning and urban design
- Landscape design
- Graphic design (digital and print)

9 QUALITY MANAGEMENT SYSTEM – PROCESSES

Generally the process adopts the RIBA Plan of Work/Project Plan as below and/or other plans specific to the project. It is common for commissions to include only some of the stages "partial service" noted below

RIBA Plan of Work/Project Plan



Strategic Definition (Stage 0)

- Assist the client in preparing the Strategic Brief



Preparation & Brief (Stage 1)

- Visit the site and carry out an initial appraisal
- Assist the client in developing the Initial Project Brief
- Prepare and discuss alternative Feasibility Studies for the project
- Establish the clients Project Budget
- Advise on the project roles/other members of the project team required to carry out the project
- (a) Make or (b) Arrange: Survey of the site and /or buildings
- Arrange investigation of soil or structural conditions



Concept Design (Stage 2)

- Prepare a preliminary Concept Design and discuss with the client
- Develop the Concept Design and Final Project Brief
- Provided updated Cost Information
- Submit the Concept Design, Final Project Brief and Cost Information for approval



Developed Design (Stage 3)

- Develop design with the rest of the project team
- Provide updated Cost Information
- Submit the Developed Design and Cost Information for approval
- Make an application for detailed Planning Permission



Technical Design (Stage 4)

- Develop the Technical Design in sufficient detail to enable a tender or tenders to be obtained
- Co-ordinate and integrate the designs of the other project team members
- Make an application for Building Regulations approval
- Prepare (a) a specification or (b) a schedule of works
- Advise on an appropriate form of Building Contract, its conditions and the responsibilities of the client, the design team and the contractor
- Identify extent of design work by the contractor
- Prepare documents required for tendering purposes
- Advise on potential contractors to be invited to tender for the work
- Invite, appraise and report on tenders and prepare the Building Contract and arrange for it to be signed
- Provide the contractor with information required for construction
- Review design work produced by contractor's specialist subcontractors



Construction (Stage 5)

- Visit the site to see that the work is proceeding generally in accordance with the Building Contract
- Certify payments for the work carried out or completed. Advise on final cost
- Provide or obtain 'As Constructed' information showing the building and its services
- Give general advice on maintenance



Handover & Close Out (Stage 6)

- Make final inspections and advise on resolution of defects
- Agree final account and issue a final certificate



In Use (Stage 7)

- Obtain client feedback and review the project together – what worked well, what could have been done better / lessons learnt
- Discuss further collaboration / working together opportunities