



QUALITY MANAGEMENT SYSTEM
WORK INSTRUCTIONS AND FORMS
JANUARY 2014
REVISION A

UNIT 3 - DESIGN STUDIO
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DEFICIENCY CERTIFICATE FORM

PERSON/PROJECT AUDITED

Audit No.

Deficiency No.

Date

DEFICIENCY: Category: MAJOR / MINOR / RECOMMENDATION

Name of Auditor

Name of Auditee

Signed Auditor

Signed Auditee

CORRECTIVE ACTION

Date for Completion

Signed Auditor

Date

Signed Auditee

Date

VERIFICATION OF CORRECTIVE ACTION

Signed Auditor

Date

CONFIRMATION BY QUALITY MANAGER

Signed

Date

AUDIT REPORT

Auditor

Date

Signed

Audit Ref.

No of deficiencies identified:

Major

Minor

Recommendation

Persons/project audited

Procedures/ISO 9001 clauses audited

Report

COMMISSON REVIEW RECORD	
Client's Name	Tel No:
Address	Project Name
Review	Comments
Has the initial extent of the duties and scope of work been defined? What is the approximate value of the project?	
Is the statement of requirements adequate and has the means of clarification as the project proceeds been defined?	
Is there any speculative work required?	
Has an acceptable programme for the project been agreed?	
Can sufficient resources be allocated, including those of external services?	
Are any external consultants skills required?	
Is the Practice PI Insurance sufficient?	
What key issues may affect the client's ability to pursue the project?	
Are there any reasons for rejecting the commission: if so what?	
Has the client been made aware of his obligations in relation to CDM Regulations?	
Additional Comments	
Review undertaken by:	
Signature:	Date:

OPTIMISM?

'Working for nothing', constantly the subject of comment and discussion, often arises when the optimistic meets the unscrupulous.

The law does not generally support claims for payment for doing work in the expectation of obtaining a contract. By definition bidding for work is speculative and the associated costs are not normally recoverable unless this is a prescribed term of the bidding process. Nevertheless an architect providing preliminary services at the request of a client, whether building owner, developer or contractor, might in certain circumstances make a successful claim on a quantum meruit basis. In the absence of a contract, a claim would be based on the principle that the law will require the client to make restitution if the client has not paid for the architect's work, which helped to achieve the client's objectives and/or an anticipated subsequent contract was not awarded to the architect. Also, it certainly helps if the architect has positively indicated that payment is expected.

The client's objective for requesting the services might be to obtain, for instance:

- planning permission; or
- approval in principle by a funder; or
- acceptance of a design and build tender; or
- achievement of 'preferred bidder' status in PFI/PPP type projects. [Note in public sector work the subsequent appointment of the architect might be subject to EU requirements for competition].

For a claim to succeed it would be necessary to demonstrate that the architect's contribution was:

- requested by the client and given on the mutual understanding that a contract would follow; and
- made efficiently and effectively.
- of benefit to the client.

FACTS OF LIFE

However given that speculative or conditional offers are a fact of commercial life, architects must decide on their practice strategy, and in each case make a commercial judgement about the risks involved. It is implicit in a speculative offer that the architect is in effect saying: "I will wager achievement of your objective against some [or all] of my preliminary fee". It is important therefore to record the terms on which the offer is made.

Within the RIBA Code is a requirement that an architect must define the terms of engagement in writing before services are provided and not to provide services unless invited to do so. The profession feels that these requirements are necessary to uphold professional standards and safe practice. If, contrary to the Code, the architect just does whatever is required and hopes for the best perhaps in the belief that the client will be "bound to like it", the risk to the architect's reward will be at its highest.

An offer (see indicative specimen letter) will provide the basis for a contract and should therefore:

- be as carefully considered as any other bid;
- be addressed to the putative client, state what the offer comprises, the conditions that would apply on acceptance of the offer and to any subsequent appointment, and the liability for fees arising;
- attempt to prevent exploitation of the architect by the client, particularly in respect of copyright.

Whilst a contract requires 'offer and acceptance' to be complete it may be reasonable to assume that a contract has come into force if, after receipt of an offer, the client's actions imply acceptance. If no response is received it will be another matter for the architect's commercial judgement on whether to proceed with the services. If the response is: "Please get on with the services and we can negotiate" the effect may be to confuse the architect's position particularly over the terms of any future contract.

Indicative specimen letter - version for a private client

Italicised entries are project specific hypothetical example texts

Text in square brackets [...] (whether or not italicised) are generally alternatives for selection.

Dear M

New Project

We write to confirm that you have asked us to *prepare preliminary designs for a new building* and to confirm the terms of our appointment.

For your protection and to ensure clarity, ethical and professional codes that apply to architects prevent us from undertaking work without a written agreement as to the service offered and the fees to be charged. This letter provides a basis to comply with these requirements to cover the period until a more formal and explicit contract, as referred-to below, can be executed.

You have provided an outline of your requirements and asked us to

- 1 *carry out feasibility studies for the project in particular to identify solutions (a) suitable for a development adjoining the conservation area and (b) which will minimise energy usage; and subsequently*
- 2 *to develop the preferred solution sufficient for the purposes of a full planning application.*

For the above services to be provided effectively, you have agreed *we shall act as lead designer and you will obtain structural and building services designs and cost advice to assist us. We understand that a measured survey of the site, the existing services and the ground conditions [is available] [will be made available]*

Performance of our services will be carried out *[on a time charge basis] [for a lump sum fee of £...]*. If other preliminary services are required these will be charged additionally *on a time basis*. Time based services are charged at the following rates:

Principal	£ ... per hour	Senior Architect	£ ... per hour
-----------	----------------	------------------	----------------

These preliminary charges include for out of pocket expenses but exclude special presentation material and any disbursements made on your behalf. An invoice will be submitted on completion of our preliminary services. VAT *[is] [is not]* chargeable on the net value of our fees and expenses.

We will perform the preliminary services in accordance with [RIBA] form of appointment [SW], [CE], [SFA] a copy of which is enclosed, subject to the following:

- fees shall be due whether or not the project proceeds beyond the preliminary services;
- if we are not appointed to perform further services, a premium payment of £ ..., which incorporates the licence fee for the copy and use of our design, shall become payable whether or not the design is adopted as the basis for the project.

It is a condition of this offer that [RIBA] Form [SW], [CE], [SFA] is also the basis for any further services required for the project. Fees for further work will be based on *a percentage of the construction cost*.

If these terms are acceptable, please sign the enclosed copy of this letter and return it to us. We shall then be in a position to start work. We are looking forward to working with you on this project.

Yours sincerely

The Architect

I/We confirm that *[the Architect]* is to proceed with the preliminary services as set out above.

[signed]

Signature of Client. [date]

Indicative specimen letter - version for a contractor/developer client

Italicised entries are project specific hypothetical example texts

Text in square brackets [...] (whether or not italicised) are generally alternatives for selection.

Dear M

New Project

We write to confirm that you have asked us to *join your team preparing a tender submission for this design and build project and to confirm the terms of our appointment.*

For mutual protection and to ensure clarity, ethical and professional codes that apply to architects prevent us from undertaking work without a written agreement as to the service offered and the fees to be charged. This letter provides a basis to comply with these requirements to cover the period until a more formal and explicit contract, as referred-to below, can be executed.

You have provided an outline of your requirements and a copy of the tender documents and asked us to

- 1 *carry out feasibility studies for the project in particular to identify solutions (a) suitable for a development adjoining the conservation area and (b) which will minimise energy usage; and subsequently*
- 2 *to develop the preferred solution sufficient for the purposes of the tender submission.*

For the above services to be provided effectively, you have agreed *we shall act as lead designer and you will obtain structural and building services designs and cost advice to assist us. We understand that a measured survey of the site, the existing services and the ground conditions [is available] [will be made available]*

Performance of our services will be carried out *[for a lump sum fee of £. ...] [on a time charge basis]*. If other preliminary services are required these will be charged *[additionally]* on a time basis. Time based services are charged at the following rates:

Principal £ ... per hour Senior Architect £ ... per hour [etc.]

These preliminary charges include for out of pocket expenses but exclude special presentation material and any disbursements made on your behalf. An invoice will be submitted on completion of our preliminary services. VAT *[is] [is not]* chargeable on the net value of our fees and expenses.

We will perform the preliminary services in accordance with [RIBA] form of appointment [SFA] [CE], a copy of which is enclosed, subject to the following:

- ... % of our fees will become payable on the date set for the tender submission;
- the remaining ... % will become payable on acceptance by the building owner of the submission;
- additional fees shall be paid for any services provided after submission and prior to further appointment;
- fees shall be due whether or not the project proceeds;
- if we are not appointed to perform further services, a premium payment of £ ..., which incorporates the licence fee for the copy and use of our design, shall become payable whether or not the design is adopted as the basis for the project.

It is a condition of this offer that [RIBA] Form [SFA] [CE] with amendment DB2 for Contractor Proposals is also the basis for the further services required (Work Stages C, D, E, F, K and L) to complete the project for which our further fees will amount in total to W% of the Construction Cost.

Additionally, out of pocket expenses, including printing, reproduction and travelling costs will be charged *[at net cost plus .. % handling charge] [by the addition of .. % to of the gross fees payable]*. Special presentation material and any disbursements made on your behalf will be charged at net cost plus .. %.

If these terms are acceptable, please sign the enclosed copy of this letter and return it to us. We shall then be in a position to start work. We are looking forward to working with you on this project.

Yours sincerely

The Architect

*W*We confirm that *[the Architect]* is to proceed with the preliminary services as set out above.
[signed] Signature for Contractor Client *[date]*

CONSULTANT ASSESSMENT RECORD					
CONSULTANTS NAME			CLIENT NOMINATED		
			YES/NO		
PROJECT		PROJECT ARCHITECT			
		POOR	AVER.	GOOD	V GOOD
The pre-contract performance of the consultant was					
The Practice's relationship with the consultant was					
The standard of information provided by the consultant was					
Consultants resources were					
Adherence to the pre-contract programme was					
Post contract supply of information was					
General Comments					
Signed				Date	

Short form Quality Plan

SHORT FORM QUALITY PLAN

FOR

.....

.....

CLIENT

.....

Short Form Quality Plan (SFQP) – for use on [qualifying](#) projects only.

Project: Client:	No.: Status:	Date: By:
ITEM	PEOPLE INVOLVED	DATES
Client requirements/instructions:		received/ Confirmed:
Scope of work:		
Refs to other docs: Appointment: Programme: Correspondence:		
Staffing: Tasks (including checking as appropriate) 1 2 3 4 5 6	1 2 3 4 5 6	
Design, progress or any other reviews/audits required for project: 1 2 3 4	1 2 3 4	1 2 3 4
Application of procedures/protocols: This plan presumes the application of normal office procedures at an appropriate degree of rigor to suit the commission: Variances from above statement: 1 2 3 4		
Key decisions/changes		

Project Quality Plan

PROJECT QUALITY PLAN

FOR

CLIENT

PROJECT PARTICULARS

PROJECT NAME		PROJECT NO	
CLIENT		ADDRESS	
TELEPHONE NO	FAX NO	EMAIL	
CONTACTS	POSITION/ RESPONSIBILITY	TELEPHONE NO	MOBILE NO
<p>ADDITIONAL INFORMATION</p> <p>Details of the commission Enter details of the commission referring to the agreed brief and any correspondence or other files as necessary such as design review regime.</p>			
<p>CDM Regulations</p> <p>Location of H&S Plan/File</p> <p>Notes:</p>		<p>Project Notifiable Y / N</p>	
		<p>Appointed as Planning Supervisor Y / N (if 'yes' see separate Quality Plan for this function)</p>	

CONSULTANTS

1

DISCIPLINE		PRACTICE NAME	
ADDRESS		Email	
		Web	
		Tel	
CONTACTS	POSITION/ RESPONSIBILITY	Tel Mob	Email

ADDITIONAL INFORMATION

Details of the consultant's commission particularly level of service and its relationship to your own

.

CONTRACTORS/SUPPLIERS

1

DESCRIPTION		NAME	
ADDRESS		Email	
		Web	
		Tel	
CONTACTS	POSITION/ RESPONSIBILITY	Tel Mob	Email
ADDITIONAL INFORMATION Details of the contract and scope of works/supply			

COMMISSION/PROGRAMME Procurement method: /PQP/Prog

<u>WORK STAGE</u>	DESIGN AND OTHER REVIEWS (type/scope/date)	START (dates) PLANNED/ACHIEVED	COMPLETE (dates) PLANNED/ACHIEVED	INITIALS (inc. client approval as nec)	COMMENTS
PRE CONSTRUCTION					
A: Appraisal					
B: Developed Brief					
C: Concept					
D: Design Development					
E: Technical Design					
F: Production Information F1 for construction F2 further as req.					
G: Tender Documentation					
H: Tender Action					
USE					
J: Mobilisation					
K: to Practical Completion					
L: Post Practical Completion L1 final inspections and admin L2 assisted occupation L3 performance in use					
Other Services					

DESIGN REVIEW REPORT				
Undertaken by:	Present::			Date: Stage:
DESCRIPTION	Yes/ No	ACTION	ACTION BY	ACTION COMPLETE
Have all the points on the design issues on the Project Responsibilities Check List been addressed?				
Have all statutory and regulatory requirements been included?				
Are the project timescales being achieved?				
Have there been any changes to client requirements? If yes record on record of amendment sheet.				
Have the changes above been approved in writing?				
Additional Comments				

RECORD OF AMENDMENTS TO BRIEF/SCHEDULE OF REQUIREMENTS

DATE	BRIEF DESCRIPTION OF AMENDMENT and ACTIONS	ACTION DATE	INITIALS

SCHEDULE/RECORD OF SIGNIFICANT MEETINGS AND EVENTS

DATE	LOCATION	BRIEF DESCRIPTION OF MEETING/EVENT	INITIALS

							
B	<p>B Developed Brief Development of initial statement of requirements into the Developed Brief by or on behalf of the client confirming key requirements and constraints. Identification of procurement method, procedures, organisational structure and range of consultants and others to be engaged for the project</p>	Principal	
B1	Administration							
B2	Undertake surveys <i>(list)</i>							Surveys
B3	Collect further data supplied by owner/client							
B4	Check availability of services							
B5	Authorities: consultations with <i>(list)</i>							
B6	Undertake strategic design review							
B7	Prepare Feasibility briefing report(s)							
							
							
							
C	<p>C Concept Implementation of Developed Brief and preparation of additional data. Preparation of concept design including outline proposals for structural and building services systems, outline specifications and preliminary cost plan. Review of procurement route</p>	Principal	
C1	Administration							
C2	Undertake materials research and prepare outline specification statements							

C3	Prepare initial architectural design							
C4	Prepare/procure structural design to respond to above							
C5	Prepare/procure services design to respond to above							
C6	Prepare/procure initial landscape and external works proposals							
C7	Consider access & transportation Issues							
C8	Consider fire Engineering Issues							
C9	Prepare/procure cost plan							BCIS
C10	Undertake co-ordination and checking							
C11	Undertake design review							Design review
C12	Prepare outline scheme report							
C13	Obtain owner/client approval							
C14	Prepare/submit application for outline planning permission							planning
							
							
							
D	<p>D Design Development Development of concept design to include structural and building services systems, updated outline specifications and cost plan.</p> <p>Completion of final Brief.</p> <p><i>Application for detailed planning permission</i></p>	Principal	The activities in <i>italics</i> may be moved to suit project requirements
D1	Administration							
D2	Prepare Architectural design							
D3	Prepare/procure Structural design							
D4	Prepare/procure Services design							

D5	Prepare/procure Landscape design							
D6	Prepare/procure Interior design							
D7	Prepare/procure Fire engineering data							
D7	Prepare/procure Cost plan							BCIS
D8	Undertake co-ordination and checking							checking
D9	Undertake Design review (including health and safety aspects of design)							H&S
D10	Prepare Scheme design report							
D11	Pursue approvals (list)							
							
							
							
							
E	E Technical Design Preparation of technical design(s) and specifications, sufficient to co-ordinate components and elements of the project and information for statutory standards.	Principal	
E1	Administration							
E2	Pursue Planning and building regulations							
E3	Collect further data supplied by owner/client							
E4	Prepare Architectural design							
E5	Prepare/procure Structural design							
E6	Prepare/procure Landscape design							
E7	Prepare/procure Services design							
E8	Prepare/procure Interior design							

E9	Make preliminary arrangements for contract management							
E10	Undertake/procure cost checking function							BCIS
E11	Undertake technical reviews							
E12	Undertake co-ordination and checking							
E13	Pursue/finalise approvals (list)							
E14	Prepare and make Presentations							
							
							
							
F	F Production Information F1 Preparation of detailed information for construction. <i>Application for statutory approvals.</i> F2 <i>Preparation of further information for construction required under the building contract. Review of information provided by specialists</i>	Principal	The activities in <i>italics</i> may be moved to suit project requirements
F1	Administration							
F2	Prepare Contract documentation and tender information							
F3	Prepare/procure preparation of Bills of quantities, schedules of rates or other pricing information							
F4	Prepare Architectural - project information (drawings/specifications)							
F5	Prepare/procure Structural engineering - project information (drawings/specifications)							
F6	Prepare/procure Landscaping - project information (drawings/specifications)							
F7	Prepare/procure Services engineering - project information (drawings/specifications)							
F8	Undertake Co-ordination and checking							CPIC
F9	Finalise outstanding approvals (list)							

F10	Project information appraisal							
							
							
							
G	G Tender Documentation <i>Preparation and/or collation of tender documentation in sufficient detail to enable a tender or tenders to be obtained for the project</i>	Principal	The activities in <i>italics</i> may be moved to suit project requirements
G1	Prepare Architectural - tender documentation							
G2	Prepare/procure Structural engineering - tender documentation							
G3	Prepare/procure Services engineering - tender documentation							
G4	Prepare tender lists - main contract							
G5	Consider demolition and/or enabling works contracts							
							
							
							
H	H Tender action <i>Identification and evaluation of potential contractors and/or specialists for the project.</i> <i>Obtaining and appraising tenders; submission of recommendations to the client</i>	Principal	The activities in <i>italics</i> may be moved to suit project requirements
H1	Administration							
H2	Convene pre-tender meetings							
H3	Answer questions (from tenderers)							
H4	Apply agree procedure (NJCC?) for opening of tenders							

							
							
							
J	J Mobilisation Letting the building contract, appointing the contractor. Issuing of information to the contractor. Arranging site hand over to the contractor.	Principal	
J1	Administration							
J2	Check any outstanding items related to the site							
J3	Undertake briefings of key participants (consultants, general contractors, specialist contractors etc)							
							
K	K Construction to Practical Completion Administration of the building contract to Practical Completion Provision to the contractor of further Information as and when reasonably required. Review of information provided by contractors and specialists	Principal	
K1	Issue all information/instructions							
K2	Where applicable provide information for health and Safety file (CDM Regs) and/or for Building Log Book (Building Regulations part L2)							CDM
K3	Prepare/implement quality control regime including on-site observation/inspection							
K4	Prepare/implement Cost control regime							
K5	Issue Certificates							
K6	Conduct/attend meetings							
K7	Monitor progress and programme							

K8	Respond to enquiries from client/users							
K9	Respond to enquiries from construction team							
K10	Attend design meetings							
K11	Arrange completion/commissioning (tests etc)							
							
							
							
L	L Post Practical Completion L1 Administration of the building contract after Practical Completion and making final inspections. L2 Assisting building user during initial <u>occupation</u> period L3 Review of project <u>performance</u> in use	Principal	
L1	Administration							
L2	Issue certificates and final certificates							
L3	Undertake site inspection/observation							
L4	Prepare materiel for archive							
L5	Collect/analyse/act on client feedback							
L6	Analyse/act on performance of completed works (including aspects of construction related to design)							
L7	Analyse/act on Performance of project design team							
L8	Analyse/act on Performance of construction team							
L9	Analyse/act on contractual relationships							
L10	Analyse/act on office costs							
L11	Undertake continuing feedback (without prejudice)							
							
							

DETAIL DESIGN CHECKLIST	DATE	INITIALS	COMMENTS
Client's approval to proceed	_____	_____	_____
Review Client's comments	_____	_____	_____
Revise Programme (if necessary)	_____	_____	_____
Discuss any changes with Planning Authority	_____	_____	_____
Hold Meetings with Public Utilities:	_____	_____	_____
Foul Drainage	_____	_____	_____
SW Drainage	_____	_____	_____
Electricity	_____	_____	_____
Gas	_____	_____	_____
Water	_____	_____	_____
Tel.	_____	_____	_____
_____	_____	_____	_____
Discussions with:	_____	_____	_____
Fire Officer	_____	_____	_____
_____	_____	_____	_____
Prepare Preliminaries Section of Specification	_____	_____	_____
Prepare Specification	_____	_____	_____
List PC Items	_____	_____	_____
Agree Form of Contract	_____	_____	_____
Send Drawings/Specification to Quantity Surveyor	_____	_____	_____
Review Drawings	_____	_____	_____
Agree Tender List with Client	_____	_____	_____
Obtain Client's approval to invite Tenders	_____	_____	_____
_____	_____	_____	_____

CONSTRUCTION CHECKLIST	DATE	INITIALS	COMMENTS
Tenders Received/opened	_____	_____	_____
Client advised of Tenders	_____	_____	_____
Client's approval to let Contract	_____	_____	_____
Initial Meeting with Principal Contractor	_____	_____	_____
Construction Start/Completion Dates agreed	_____	_____	_____
Agree Procedures for:	_____	_____	_____
Valuations	_____	_____	_____
Variations	_____	_____	_____
Site Meetings	_____	_____	_____
Dayworks	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
Commissioning Complete	_____	_____	_____
Test Certificates received:	_____	_____	_____
Electrical	_____	_____	_____
Mechanical	_____	_____	_____
Lifts	_____	_____	_____
Public Health	_____	_____	_____
Gas	_____	_____	_____
Snagging List prepared	_____	_____	_____
Snags complete	_____	_____	_____
Agree date for Handover	_____	_____	_____
Agree outstanding Defects and date for	_____	_____	_____

FINAL SKETCH DESIGN CHECKLIST	DATE	INITIALS	COMMENTS
Client's approval to proceed	_____	_____	_____
Review Client's comments	_____	_____	_____
Revise Programme (if necessary)	_____	_____	_____
Hold Meetings with Planning Authority	_____	_____	_____
Hold Meetings with Public Utilities:			
Foul Drainage	_____	_____	_____
SW Drainage	_____	_____	_____
Electricity	_____	_____	_____
Gas	_____	_____	_____
Water	_____	_____	_____
Tel.	_____	_____	_____
_____	_____	_____	_____
Discussions with:			
Fire Officer	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
Apply for Planning Approval	_____	_____	_____
Apply for Building Regulations Approval	_____	_____	_____
Planning Approval Received	_____	_____	_____
Building Regulations Approval Received	_____	_____	_____
Review Drawings/Costs	_____	_____	_____
Send proposals to Client	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

OUTLINE DESIGN CHECKLIST	DATE	INITIALS	COMMENTS
Commission agreed	_____	_____	_____
Briefing Documents Received	_____	_____	_____
Programme agreed	_____	_____	_____
Visit Site	_____	_____	_____
Advise Client of need to appoint:	_____	_____	_____
Planning Supervisor	_____	_____	_____
Structural Engineer	_____	_____	_____
Mechanical & Electrical Engineer	_____	_____	_____
Landscape Architect	_____	_____	_____
Quantity Surveyor	_____	_____	_____
_____	_____	_____	_____
Complete Project Data	_____	_____	_____
Initial Meetings with Planning Authority	_____	_____	_____
Initial Meetings with Public Utilities:	_____	_____	_____
Foul Drainage	_____	_____	_____
SW Drainage	_____	_____	_____
Electricity	_____	_____	_____
Gas	_____	_____	_____
Water	_____	_____	_____
Tel.	_____	_____	_____
_____	_____	_____	_____
Preliminary Discussions with:	_____	_____	_____
Fire Officer	_____	_____	_____
_____	_____	_____	_____
Review Preliminary Drawings/Costs	_____	_____	_____
	_____	_____	_____

CLIENT FEEDBACK SURVEY				
PROJECT NAME				
PROJECT LEADER		PROJECT NO:		
Please rate the various services provided by the Practice by ticking the appropriate boxes.	POOR	FAIR	GOOD	V GOOD
Adherence to the Brief How well did the finished project satisfy the requirements of your brief?				
Quality of Services How satisfied were you with the quality of the following services provided by the Practice? Design Detailing and Workmanship Contract Administration Overall Management of the Scheme.				
Progress and Expenditure How well were you kept informed of the scheme's progress and expenditure?				
Financial Control Did the project expenditure meet the agreed cost targets and spend profile?				
Adherence to Programme Were the various workstages completed within the agreed timescales?				
Responsiveness How promptly were your enquiries and/or requests dealt with?				
Value for Money How well did the service represent value for money?				
Please add any general comments or suggestions to help us improve the quality of service we provide in the future.				
Signed:		Client	Date:	

DESIGN TEAM FEEDBACK	
PROJECT NAME:	PROJECT NO:
REPORT PREPARED BY:	DATE:
PRESENT:	
ITEM	COMMENTS
Project Team Working Communications, co-ordination, support, etc. between team members.	
Communications With Client, Contractor and others outside the Design Team.	
Design Progress and Design Solution	
Contract Issues Contractor performance and Contract management.	
Project Cost Control Did the project stay within cost targets?	
Programme Was the project completed on time?	
Health and Safety CDM and Health and Safety issues in the Practice and on site.	
IT Issues	
Practice Cost Control Compare fees with staff and other costs	
Any Other Business	

The object of good training is to reduce initial anxiety and enable new employees to settle down into the job more quickly. Induction training should be carried within a week of joining the practice.

NAME:

STARTING DATE

1	Obtain tax and N.I. details	
2	Provide written job description	
3	Explain how and when salaries are paid	
4	Explain hours of work and meal break arrangements	
5	Explain overtime working arrangements	
6	Explain company policy on timekeeping	
7	Explain company policy in relation to clients	
8	Explain holiday relation and qualifications	
9	Explain system for notification of sickness	
10	Explain company organisation – show organisation chart	
11	Explain and show company quality policy statement	
12	Explain company quality documentation system	
13	Explain company health and safety procedure	
14	Explain smoking regulations	
15	Explain company car regulation	
16	Explain system for mileage claims	
17	Arrangements for claiming expenses	
18		
19		
20		
21		

Company Representative:

Employees Signature

(I have received the above induction training)

Date:

Date:

TRAINING EVALUATION RECORD							
NAME				DATE OF TRAINING			
COURSE				LOCATION			
Was the course (tick as appropriate)							
Too basic	<input type="checkbox"/>	Too advanced	<input type="checkbox"/>	About right	<input type="checkbox"/>		<input type="checkbox"/>
Were the course objectives achieved? (tick as appropriate)							
Yes	<input type="checkbox"/>	Nearly	<input type="checkbox"/>	Some of the time	<input type="checkbox"/>	No	<input type="checkbox"/>
Was the course useful or likely to be useful to your job? (tick as appropriate)							
Yes	<input type="checkbox"/>	Some of the time	<input type="checkbox"/>	Very nearly	<input type="checkbox"/>	No	<input type="checkbox"/>
Was the training well conducted, eg. good communication skills, course material, etc? (tick as appropriate)							
Very good	<input type="checkbox"/>	Good	<input type="checkbox"/>	Satisfactory	<input type="checkbox"/>	Poor	<input type="checkbox"/>
Signature (Employee)					Date		
Has the employee gained tangible benefit from this course?							
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
Comments							
Signature					Date		

