

# \\ APPENDIX 11: QUALITY POLICY STATEMENT

DB3 vision is “**Creating great places and spaces that enhance all our lives**”.

DarntonB3 are committed towards the satisfaction of client needs and our approach to quality ensures that our client requirements are fully met, both in the short and longer term.

Throughout our office and on site we operate a Management System based on the requirements of ISO 9001:2015. The components of the system are described in the Company’s Management Manual, which describes registration in terms of architectural design, project management services and building surveys.

The Management System has been produced in an inclusive manner, with input from all levels of staff and is under constant review to ensure its policy and procedures are continuously improved.

The system is based upon Project Activities rather than Generic Principles and the Procedures are therefore related to specific actions, audited by the System Manager.

A framework for the setting and review of Management objectives is in place and forms part of this commitment towards continuous improvement and is regularly reviewed via the Management Review process.

Business objectives are clearly defined via a Business Development Plan recorded within the Management Review Process and regularly monitored, reviewed and updated.

The Management System has been endorsed by the Main Board and is implemented and monitored under the direct control of the System Manager.

The Management Manual and procedures interfaces with other management manuals when applicable held by our clients to ensure full control over matters of health and safety, ISO 14001 Environmental Standard, CDM/PD and all office administrative documents.

The System Manager holds regular meetings with Executive staff with responsibility for particular elements of the Management System, such as Job Management, Computer Aided Design, General Office Duties and Design Control.

Signed:

**Alistair Hamilton**

