

Quality Assurance

Our emphasis for Quality assurance is related to the entirety of the design and build process – from design brief to procurement and delivery.

We believe strongly in the importance of involving all members of the team in reviewing and agreeing quality criteria at an early stage of the project. Such criteria is translated into the statements of requirements for trade contractors (written, drawn and illustrated) and is reflected in all aspects of the procurement and implementation.

Quality is not an option, it is a fundamental aspect of successful delivery for the project. Team working is the basis for good communication and good understanding and this has a direct impact on the quality of the finished result.

We work with all members of the team from the outset to understand all aspects of the brief and aspirations for the project. Agreed definitions of quality will be reviewed and agreed so that we develop a common understanding of the quality objectives.

Our quality assurance procedures include:

- Reviews of examples
- Agreed examples/definitions of quality standards
- Develop objectives/expressions of quality in procurement materials (including verbal and pictorial)
- Use of prototyping
- Mock-ups, control samples and tests
- Quality sign-off at key stages of project delivery
- Sign off of quality standards (we do not allow self-certification by trade contractors)

We do not carry out formal audits or assessments of sub-contractors. However, our practise is to organise debrief meetings with clients at the end of projects. These meetings enable us to established which elements of the projects were successful and where clients feel our practise or that of our sub-contractors could be improved.

This information is recorded/passed on and built into future quality assessments.

Multidisciplinary communication design

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