

Stallan-Brand **QUALITY POLICY** Commitments

Stallan-Brand Architecture and Design Ltd (known as Stallan-Brand), has since establishment in 2012, kept the primary aim of supporting clients with strong, quality-focused service, through a close team of experienced and committed architects, master planners and graphic designers.

Transformational and intelligent design has been demonstrated through various awards, and justifiable reputation along with positive references and post-job recommendations, which in some ways our best advertisement for highest quality service.

The main Directors, with vast experience in their fields, (having managed other studio practices), have maintained Leadership for 'Quality', being built into everyday routines, encouraging this within Stallan-Brand, where our 'System' requirements are not seen as a 'bolt-on', rather an aid to providing excellence in all of our service delivery processes. Directors have remained grounded, with personal responsibility for overall design and Quality through every Project; with the Operations Director coordinating system implementation and improvement efforts.

The formal Management System established (as outlined within 'System Outline', SB1-S1), is shared, and owned by every team member. In light of the growing size of the Glasgow practice, a more formal communication procedure with staff is emerging regarding continuous improvement of Quality in service delivery, addressing any opportunities/ risks where these emerge and cascading of communications to the ever-strengthening team approach.

At the forefront of sustainability ('Net Zero') culture, Corporate Social Responsibility and other industry initiatives, the original intention of mere 'Quality improvement' is expanded to support company-wide, business (and client) improvements throughout.

Our primary aims remain as being to:

- Exceed client expectations, through excellent (on-time, within-budget), project delivery, achieving positive recommendations on completion of Projects;
- Achieve consistency across all projects, and adhere with our 'System' (meeting subscribed ISO 9001, RIBA and associated Legislative, Regulatory and other stakeholder requirements);
- maintain reputation across broad range of client sectors (ensuring flexibility in delivery);
- continue to strengthen competence and self-sufficiency throughout our team.

With a strong, experienced team, all educated to at least Degree-levels, commitment to CPD (Continued Professional Development) is a given, with regular sharing of best practices and keeping up to date with ever changing architectural IT capabilities (aligned to initiatives mentioned above).

Supporting the above commitments, in addition to regular CPD updates, Directors establish specific 'Objectives and Targets' (SB1-S4), shared across the team, regularly reviewed along with other performance measures, as an integral part of Operational meetings/ Management Review processes. This Policy statement, along with other company requirements form part of employee Induction Process, and is also made available to other Interested Parties on request (via website).

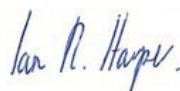
Paul Stallan



Alistair Brand



Ian Harper



Patrick Wilson



Doc Ref:	SB1-S2 Quality Policy	Effective Date:	Version No:	3
Doc Type:	Specification	1 st December 2023	Page No.:	1 of 1