

## 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-focussed 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 is in some ways our best advertisement for highest quality service.

The 3 main Directors, with vast experience in their fields, having managed other studio practices, have maintained Leadership for 'Quality', being built in to every day 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 co-ordinating system implementation and improvement efforts.

The formal Management System established (as outlined within 'System Outline', SB1-S.1), is shared, and owned by every team member. Due to the size of the Glasgow-based chartered practice, we are able to communicate directly and frequently between all team members regarding continuous improvement of Quality in service delivery, addressing any opportunities/ risks where these emerge.

Our primary aims remain as being to:

- Exceed client expectations, through excellent (on-time, within-budget), project delivery;
- Achieve consistency across all projects, and adhere with our 'System' (meeting subscribed ISO 9001, RIBA and associated Legislative, Regulatory and other stakeholder requirements);
- Aim to achieve positive recommendations on completion of projects.

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.

Supporting the above commitments, in addition to regular CPD updates, Directors establish specific Objectives and Targets, 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 our website).

**Paul Stallan**



**Alistair Brand**



**Ian Harper**



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