

## Quality Management System

Updated April 2009

Hulme Upright is accredited as an Investor in People. On gaining accreditation which has been reconfirmed most recently in 2006, the assessors commented that, *“the Practice should be regarded as exemplary in human resource development best practice”*.

The Practice is now using the Investors in People standard as a platform from which to gain other quality standard accreditations. Specifically, the recognised quality standards of BS 9001-9002 and BS 8555 – ISO 14001 are now being pursued on the basis of established policies and procedures supplemented by current best practice and aspirations.

In relation to BS 9001, we are in the process of formalising the extensive checking and review systems which are already in place to ensure that the highest standards and most professional services are provided to clients commensurate with the reputation and standards associated with the Practice. In this connection, a bespoke software system is currently being introduced under the auspice of key personnel to review and refine existing systems and provide the basis for seeking accreditation within a year.

The Practice is also committed to achieving the ISO 14001 Environmental Management Quality Standard and this is being pursued via the BS8555 route, the first stage of which is now completed with the second stage programmed for completion by the end of 2007. BS 8555 is expected to be achieved by July 2008 with ISO 4001 accreditation by July 2010.

The processes of formalisation for both BS 9001 – 2002 and ISO 14001 build upon existing procedures and practices including

- Utilisation of comprehensive customer care documentation
- Comprehensive staff induction training and development
- Reports and reviews of best practice, legislation and products at monthly staff meetings

- Utilising the total experience of the Practice by involving appropriate personnel under the direction of a nominated Partner
- Ensuring that the imperatives of client quality standard obligations (for example, Housing Corporation Design and Quality Standards) are adhered to in design and production phases.
- Design reviews by the Practice Design Committee of significant or otherwise sensitive projects.
- Resourcing and programming reviews of projects at weekly team meetings and fortnightly practice-wide workload meetings.
- Managing and administering the design and production phases within agreed costs
- Effective co-ordination of other services (e.g. electrical and specialist designs) into the overall design
- Selection of materials and equipment to ensure both quality and adherence to approved standards with particular reference to environmental impacts and sustainability objectives
- Inspection and monitoring of contractor and service provider performance to ensure that standards in design, material selection, environmental impact, workmanship and contract documentation are implemented and maintained through to completion
- Ensuring, at commissioning and handover, that documentation required by Construction (Design and Management) Regulations are available for the effective aftercare of the buildings

The Practice is also beginning to utilise the sustainability checklist (Checklist West Midlands) developed on behalf of Advantage West Midlands, the West Midlands Regional Assembly and others to assess the sustainability credentials of new development.



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For and on behalf of Hulme Upright



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For and on behalf of Hulme Upright

