

## **QUALITY MANAGEMENT POLICY AND SYSTEM**

To provide every client with an efficient and a high quality of service the directors, management and staff are required to comply with the Partnership's policy and objectives with respect to the Quality Management as defined in the Quality Manual and the Operational Procedures Manual.

The Scope of the Quality System applies to the design, specification and site monitoring in respect of Building Engineering Services, comprising the Environmental, Mechanical, Electrical, Public Health and Vertical Transport Installations.

The Quality System Manual, and the systems, standards and guidelines described therein complies with and is Approved **to BS EN ISO 9001: 2008** (certificate number PAAP080502 expiry date 23/3/12) and the following procedures have been developed and implemented to date:-

### **Cost Estimates, Cost Control and Records.**

The Partnership has developed a Cost Data Bank which has been built up over the years to provide accurate cost estimating and forecasting. The Data Bank uses costs obtained from previous estimates, tendered costs and final accounts. The guidelines given in the Turner & Siminster Handbook of Project Management relate specifically to precision of cost estimates in terms of the level of accuracy, are followed at the various design stages.

### **Office Standard Design Manual**

The Partnership utilises a number of standard design procedures for calculations which includes HevaComp, Cymap, Relux and Dialux, suites of programmes for activities such as Electrical calculations of wiring and distribution, lighting design, calculations for heat gains and losses, pipework, pump, ductwork and fan sizing. The Partnership believes that this method of recording calculations reduces the potential for human error. TAS computer based thermal modelling comfort and ventilation predictions and Lightscape natural daylighting predictions are also standard design procedures for the appropriate projects. The Partnership now utilises Google Sketchup for preliminary internal and external lighting visualisation images.

### **Electronic Communications**

The Partnership operates a documentation system for receiving and issuing information comprising both electronic format and paper hard copy. The electronic system is based on a central server feeding individual workstations for engineers and administration. All paperless information is filed in the same manner as the hard copy system operating within the office. All members of staff have their own individual electronic addresses. Electronic drawing receipt and issue can be by dwg, dwf or pdf format. Links to specific project based remote servers such as ProjectNet, Skandocs, ASite and Buzzsaw can also be incorporated.

### **Computer Aided Drafting (CAD)**

All technical drawings are prepared on computer utilising the latest version of AutoCAD 2009 and AutoCAD LT2009. The layering convention is compatible with BS1192 Pt.5

This method of drawing production provides an accurate method for record purposes assists in a quick response to minor changes in architectural details and finally provides a speedy issue of information particularly in electronic format. All drawings are also recorded on back-up discs.

