

## **QUALITY MANAGEMENT POLICY AND SYSTEM**

The continuing policy of Jones King Partnership Limited is to provide a high quality, professional and efficient service to ensure the satisfaction of all of the requirements of our clients. This achievement will result in securing efficiency, a strong client focus and enhancement of long term sustainability and profitability within the Organisation.

The management team will show leadership and commitment and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

We undertake to ensure sufficient resources are available within the Organisation to achieve this. We undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the organisation.

Through direction and support, each employee will have a proper understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness and its direct relevance to the success of the organisation.

Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.

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 Organisation has a policy of promoting continual improvement and setting of quality objectives in line with the framework laid down within ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the organisation as determined by senior management.

### **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 Revit, 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, Dropbox, Skandocs, ASite and Buzzsaw can also be incorporated.

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

All technical drawings are prepared on computer utilising AutoCAD 2017 and the latest version, 2018. The layering convention is compatible with BS1192 Pt.5.

Also incorporated is Autocad Revit up to 2018 which allows production of 3D technical drawings and to enable collaborative working with project team members.

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 archived on an external hard drive as well as backed up on a tape drive within the server.

### **Standard Specifications**

The Partnership has a number of Specification Particular Conditions of Sub-Contract clauses which are used on its projects which have been well tried and tested over a number of years to ensure that the selected sub-contractor fulfils his contractual responsibilities under the contract. The Technical Specification is now based on the National Building Specification (NBS) which has been customised for Partnership use and incorporates the above sub-contract clauses.

### **Reviewing and checking the design and production information**

Reviewing and checking the designs and the drawings is a very important role within the Partnership. Reviewing is undertaken by senior design staff.

The Organisation has a policy of continual improvement and setting quality objectives in line with the framework laid down within ISO9001:2015 Standard.

To provide every client with an efficient and 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 Quality System will be monitored, measured, evaluated and enhanced regularly under the senior management's ultimate responsibility with regular reporting and communication of the status and effectiveness at all levels.

Signed *Kate O'Mahony*

Date October 2018

Position: **Quality Management System Manager**