



## P13 – QUALITY POLICY

Howarth Litchfield (HL) provides professional services for the delivery of buildings and environmental projects.

The Directors of HL are committed to ensuring that these services are of the appropriate quality through a progressive management system that encourages a culture of Quality throughout the practice. It is the policy of Howarth Litchfield that processes that affect the delivery of a quality service to clients are identified and controlled by a documented and verifiable system.

As a RIBA Chartered Practice HL is committed to providing an appropriate level of design and service to clients. HL is determined to continually improve these services.

The Directors of HL have established objectives and targets, which are publicly available on request. These will be monitored through an integrated Management Programme and by continuous improvement initiatives. These objectives will be reviewed annually by the Directors.

To make sure that services are delivered in the most effective manner, HL has established a Quality Management System which identifies those processes that are essential in meeting client needs and appropriate regulatory standards. This system is continuously improved through:

- Annual reviews of our processes and objectives,
- Internal and external audits of the systems, and
- Management reviews of the overall Quality Management System.

HL's commitment to Quality is communicated to all staff through initial inductions, / training sessions and the display of this Quality Policy Statement in a prominent position within the practice.

The Quality Management System is supported by:

- Appropriate Professional Indemnity Insurance,
- Occupational Health, Safety and Environment Policy, and
- Continued Professional Development for all staff.

Signed

on behalf of Howarth Litchfield

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Drafted by EB / Checked by JY