



Quality Policy Statement

Kay Pilsbury Thomas Architects have adopted and introduced a business management system, based upon the ISO series of standards and the associated process management models.

The management system has been developed so that it provides a series of measurable targets to ensure that the practice's objectives are continually being met and maintained.

In order to ensure the achievement of our management commitments, we have implemented a Quality Management System that satisfies the requirements of ISO 9001.

Our management system forms a framework within which we have established the capability of effectively identifying and developing opportunities for continual improvement and growth through ensuring that our clients remain fully satisfied with the services that they have requested, and that their needs and expectations have been met fully.

It is the policy of KAY PILSBURY THOMAS ARCHITECTS to supply services of high and consistent quality which meet the requirements, needs and expectations of our clients for quality and reliability at all times. We aim to understand and respond to the needs of our clients and the community they serve, where applicable, in a sustainable way. We are striving to become a centre of excellence for the services that we provide.

This policy will be reviewed at regular intervals to ensure that it is still up to date and relevant.

The Kay Pilsbury Architects Quality Manual defines the management organisation responsible for quality, which, through periodic management reviews, ensures the suitability, achievement and maintenance of our quality objectives as defined in the Quality Manual and Quality Procedures, and that continuous improvement is affected.

Quality objectives have been established as part of the company's business plan, which are reviewed on a regular basis.

We are committed to the full and effective working of the quality system and everyone in the practice is responsible for applying the requirement in the performance of their duties. Deviation from the procedure must be first notified to the Quality Management Representative (QMR).

It is part of our training programme that this policy is understood, implemented and maintained at all levels of the organisation

This statement represents our commitment, on behalf of Kay Pilsbury Architects, to the Quality Policy.

Date: November 2012

Sibyl Thomas
Managing Director



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