

Quality Policy

At pad Design we take pride in our work, the relationships between colleagues, and with clients as well as the industry as a whole. The Directors and staff of pad Design aim to achieve and maintain quality in all our professional dealings and to achieve a continuous improvement in the standards that the business attains throughout our operations.

Our policy is to provide a reliable and competent service which exemplifies best practice, meeting and exceeding our clients' expectations and maintaining good client relationships.

The key vehicle for doing this will be the Company Management System, a formalised set of procedures which define how the business operates both internally and in the management of our clients' projects. An important function of the system is to provide guidance for new and existing staff both in the correct procedure for execution of elements of their own duties and in the wider functions of the company in operations that they may not deal with on a day-to-day basis.

The company is committed to achieving the following quality objectives:

- Seeking client satisfaction on all of our projects.
- Continual review of the company's quality management system, developing new procedures and improving existing ones as and when required.
- Reviewing and developing the skills and knowledge of our staff to meet the varied requirements of our clients and their projects through a targeted training programme.
- Ensuring that the highest possible standards of sustainability are applied to all of our projects and our own business operations.
- Managing client and staff feedback and complaints through open channels and using such feedback to improve our performance at all levels.
- Using the lessons learnt from other organisations in developing our own expert knowledge.
- Developing a comprehensive system of personal and business ethics to be applied to all of our professional dealings.

The practice does not hold an ISO 9001 certificate. However, as a RIBA Chartered Practice pad Design abides by the RIBA's quality management practice procedures and recognises the importance of document management, resources management and office management in order to ensure that the practice operates to the highest standards of quality and to ensure that the practice whilst small uses its resources and abilities in the best interests of the practice, its staff and clients.