

Quality Policy Statement

Practice Ethos

MJP are committed to providing quality of professional service and architectural design. We aim to produce architecture which is responsive both to the aspirations and culture of our clients, and to the nature of each specific site. We believe that great buildings emerge through successful collaboration with all stakeholders and building professionals.

We see design as a critical reiterative process subject to continuous development and evaluation. Within the Practice this process is rigorously maintained through regular design review. The open plan layout of our offices and non-hierarchical arrangement promotes an exceptional awareness amongst staff of the development of each project and a shared aspiration to achieve excellence.

Delivery of our Ethos

MJP have built a reputation on producing works of outstanding architectural merit. Maintaining the quality of design is essential to ensuring total quality of service. To help achieve this MJP have developed a Quality Management System which confirms to the requirements of ISO 9001: 2000 and which emphasises client satisfaction, design quality, high production standards and service delivery.

The Quality Management System is based on these objectives:

1. Client Focus

We aim to offer a service that meets and exceeds our client's expectations, and to continually improve the quality of service provided to clients.

2. Design Quality

We aim to deliver design quality of the highest standard and achieve compliance with all relevant standards and contractual obligations.

3. Resource Management

We aim to recruit and nurture skilled and committed staff, and to provide a consistent and organised structure for team working within the company and with those with whom we collaborate. Through delivering efficiency and client satisfaction we aim to provide the foundation for commercial success

The Learning Organisation

Everyone at MJP is responsible for promoting the aims of our ethos and for familiarising themselves with, and working within, the requirements of this quality policy and the Quality Management System. The System is a live working document and will be subject to continuous development and improvement, with the process of managing change subject to a Plan/Do/Check/Act (PDCA) process overseen by the Quality Manager and Quality Management Group, thus ensuring the highest standards of quality in documentation, control and monitoring are maintained.