cousins

Quality Policy

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Document Revision History

Rev. No.	By	App'd	Description	Date
1.01	AG	BC	Document reformatted to C&C standard; New version numbering system implemented; annual review	12/01/2022
1.02	WL	BC	Annual review.	02/12/2022
1.03	WL	BC	Annual review.	30/11/2023
1.04	WL	BC	Annual review; no revisions.	17/10/2024
1.05	AG	AS/AG	Annual review; no revisions.	06/10/2025
1.06	EA	AS/AG	Change of address.	01/10/2026

QUALITY POLICY

Cousins & Cousins is an architectural practice accredited under the Chartered Practice scheme of the Royal Institute of British Architects (RIBA) and has chosen to adopt a formal system for managing the quality of work. Cousins & Cousins is dedicated to the quality policy that will ensure that it's architectural and interior architecture services and related operations fully meet the requirements of its clients at all times. We believe that being an RIBA Chartered Practice and adopting this Quality Management System (QMS) will help us deliver our objective of providing a reliable and competent architectural service to our clients and the users of the buildings/spaces we design or other services we provide as architects.

The goal of the company is to achieve a high level of client satisfaction. Commitment to understanding the context of the business and implementation of supporting managerial and business operational systems is essential to realising that goal. The consideration of interested parties and risk management are essential factors for the ongoing development of the company.

Cousins & Cousins believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in its management of architectural, interior architecture services, quality and safety. Ensuring that legal obligations and commitment to satisfy applicable requirements are fully maintained.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our clients.

2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.

3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying client requirements, and ensuring that the correct procedures are followed to meet those requirements. All new staff are instructed in the requirements and use of the QMS as a part of their introduction to the wider objectives of the practice.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review [Q60].

The quality policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the

International Standard IS0 9001:2015, planned and developed jointly with our other management functions.

We are all committed to operating to this standard for continual improvement and we will maintain the necessary Quality Approvals consistent with our client requirements.

Signed 

Alisdair Gray, Director

Date: 06th October 2025