

ZM ARCHITECTURE LIMITED

Title	Quality Assurance Procedure	Prefix: 1
Section	4.0: Quality Management System	Issue: No 2
Authority	Quality Director	Date: 10 Nov 2004

QUALITY POLICY STATEMENT

Statement of Quality Policy

It is the belief of ZM Architecture Limited that its Clients will be provided with a service which conforms to the Company's quality policy and specifications.

It is an integral part of this policy that the Company will maintain an effective Quality Assurance System in accordance with ISO 9001:2000 for the supply of a range of general architectural services to local and national clients.

The management of the Company is fully committed to the Quality Assurance System described in this manual and recognise that the nature of quality assurance and control depends on the everyday actions of those in its employ to maintain the quality of service and its good name.

The Company's key policy objectives are to demonstrate its ability to consistently provide product that meets the customer and applicable regulatory requirements and to enhance customer satisfaction through effective application of the system, including processes for continual improvement of the system and the assured conformity to customer requirements and applicable regulatory requirements. The continued suitability of the quality management system and achievement of quality policy and objectives is monitored continuously and formally reviewed at specified intervals by the Quality Committee. Records of such reviews are recorded and retained as minutes.

We are an equal opportunities employer

Adherence to this policy is mandatory and involves all employees in every aspect of the Company's business to ensure that the performance and delivery requirements are met and Client satisfaction achieved.

In the event of a dispute involving a Client this will be resolved by the Quality Director who will be the final authority.

Statement of Authority

The Quality Director has prime authority for formulating, implementing and maintaining the Company's Quality Management System described in this manual.

The Quality Representative has delegated responsibility for the implementation and maintenance of the Quality Management System.

Signed: P. F. Richardson.
Peter Richardson (Quality Director)