

## QUALITY POLICY

Quinn O'Hanlon Architects P/L and O'Hanlon Design Landscape Architects P/L is committed to the provision of a high level of professional service in every aspect of work carried out for its clients.

QOH Architects continually emphasises the importance of achieving the highest standards in our profession in each of the following areas:

- (a) Responding to client/project needs
- (b) Client collaboration and clear communication of design intent
- (c) Fit for purpose works which reflect the high standard of quality of the office
- (d) Planning and Design which is both functional and aesthetic, which responds to budgets set for cost and time
- (e) Production of quality documentation for construction purposes.
- (f) Maintaining project control during the full project life cycle
- (g) Post Contract Service (maintained IP and repeat work)

It is our policy to provide personal service to ensure that clients' needs, and continued expectations are satisfied. A Director/Principal is appointed to each project and is responsible for all phases of its implementation.

The Director/Principal's objectives shall be to maintain and enhance the organisation's image and reputation for quality provided at realistic commercial cost across the full range of services offered in order that the Company continues to attract new commissions and to retain a loyal client base.


The Directors/Principals shall continually monitor and review objectives, processes, operations, regulatory & statutory requirements and implement continual improvements to ensure the company has the resources to maintain profitable growth and to meet ongoing customer needs.

Quality objectives will be achieved by planning, control, and verification of processes in accordance with the uniform principles of the ISO 9001 Standard.

QOH Architects focus shall be on teamwork, with all staff being committed, dedicated, and trained to achieve results in service through knowledge, experience, and professionalism.

The framework for setting quality objectives is defined in the QMS Manual.

Aylie O'Hanlon and Edward O'Hanlon (Director)s is responsible for communicating the Quality Policy to all persons working for or on behalf of the organisation and making it available to the public.



Director  
Aylie O'Hanlon  
Quinn O'Hanlon Architects P/L



Director  
Edward (Terry) O'Hanlon  
O'Hanlon Design Landscape Architects P/L