

IID Architects was established as a partnership in 1984, becoming a limited company in 2007.

From beginnings as Church and community architects, the practice ethos has always been inclined to work with end user clients. This segued naturally into educational work, an area which the practice has developed and refined with the help of a significant number of long term clients (over 25 years in some cases).

An important feature of working with school clients is the ability to balance the practicalities (budget, sustainability, school requirements and legislation) with aesthetics. The first consideration can often overshadow the second. We aim to keep a realistic vision in place whilst putting our clients' needs first.

All school clients have their own approach and vision for their pupils – we ensure this is understood and supported with shadowing days, consultations with staff, governing body, parents and pupils. Each school has a dedicated team of Director, Associate and/or Project Architect with a support team who know the school well and can build a productive and, we hope, long term relationship.

We see this as the best way to produce buildings which work, are loved and improve the built environment.

To meet these objectives, IID Architects will:

- Strive to enhance performance by setting objectives which are continually reviewed to ensure they are understood, acted upon and met.
- Provide training, support, resources and encouragement to all employees to enable them to meet their full potential in promoting the objectives of IID Architects.
- Meet all statutory and regulatory requirements relevant to an architectural practice.
- Work to establish relationships with other members of the design teams working on our projects and continually develop these relationships to give our clients a better service.
- Set up a framework to set these quality objectives and conduct management reviews.

This policy will be shared with all employees of IID Architects and to all interested parties and will be reviewed periodically to ensure the continuing success of IID Architects.



Richard Matthews
Director
09/05/2018

Objectives	Metrics	Targets
Achieving client satisfaction by meeting and surpassing client requirements	<ul style="list-style-type: none"> Complaints process Customer feedback via Constructionline 	<ul style="list-style-type: none"> Zero complaints Negative feedback addressed To maintain existing relationships and repeat work
Continual improvement of the Quality Management System	<ul style="list-style-type: none"> Record, action and review corrective and preventative actions Comparison of internal audits v external audits by Interface NRM Part of monthly D&A dialogue 	<ul style="list-style-type: none"> All non-conformances have corrective and preventative actions that deliver continual improvement No external audit major non-conformities
To set appropriate quality objectives for its Quality Management System and ensure all employees are aware	<ul style="list-style-type: none"> Quality objectives met Quality objectives reviewed 	<ul style="list-style-type: none"> Objectives reviewed annually
To identify and provide employee training to meet professional requirements and support personal development	<ul style="list-style-type: none"> Competent and professionally trained employees 	<ul style="list-style-type: none"> ARB Code of Conduct RIBA CPD Core Curriculum standards met and exceeded
Comply with statutory and regulatory requirements	<ul style="list-style-type: none"> Chartered Practice status Training as appropriate 	<ul style="list-style-type: none"> Zero fines/compensation payments
Improve consultant efficiency and reduce non-conforming services	<ul style="list-style-type: none"> Approved consultant list Approved consultant questionnaire D&A and DQR discussions regarding project performance 	<ul style="list-style-type: none"> Zero non-conformity of consultants Annual evaluation of all consultants
Improve collaborative working	<ul style="list-style-type: none"> Use BIM Level 2 approach where possible 	<ul style="list-style-type: none"> To use BIM Level 2 more consistently within the practice and with design team consultants