



Foreground

QDOC-015

Quality Policy

Revision 7.0

Quality Assurance Policy

Our professional responsibility extends beyond our clients. Fooks Martin Sandow Anson Pty Ltd trading as Foreground Architecture (formerly FMSA Architecture) recognise our obligation to ensure that all projects and services undertaken by our practice meet the expectations of the broader community in areas such as quality, health, safety, and environmental factors. All our designs and services are compliant with industry best practices, legislation, Australian Standards, and contractual requirements.

It is our intention that our clients are made aware of this commitment, and to also develop a widely understood reputation for the quality of the services we provide. It is also our expectation that our staff will embrace these ideals and demonstrate their commitment by verifying that their actions and work is undertaken in compliance with our Quality Management System.

Our Quality Assurance Policy shall be reviewed every 12 months in consultation with all relevant parties. We review our quality performance against measurable objectives in Management Review and Operations meetings. The Quality Management System shall also be reviewed annually, and every effort will be made to improve the effectiveness of the Quality Management System at each opportunity.

Achieving our quality assurance objectives is the responsibility of all staff. Staff shall be trained in the practice QMS process, including this policy and objectives, at induction and at regularly convened Staff meetings and professional development sessions. This policy is communicated to our clients and external providers and is available on our website for all interested parties.

Policy Objectives

1. Project Delivery Plans will be completed on all projects procured under our certified QA system.
2. Perform formal design reviews on all projects receiving full design services. Results will be documented / recorded, reviewed, and actioned.
3. Safe Design Checklist reviews will be completed on all projects receiving full design services; to meet our obligations under the Health and Safety Act 2004, Work Health & Safety Act 2011 Section 26, and Section 22 in respect of the design of structures.
4. Report and address any complaints from interested parties and record lessons learnt.
5. Evaluate external providers on a regular basis and aim for zero issues.
6. Client feedback should be sought and recorded throughout the lifecycle of the project.
7. Directors will continue the Staff Performance Review program annually.
8. Continue to assist all Architectural staff to achieve 20 CPD points annually in line with State registration board requirements to maintain registration by continuing to facilitate in-house education sessions.
9. Assist all staff to pursue training opportunities inline with individual role and responsibilities.



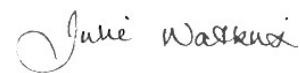
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