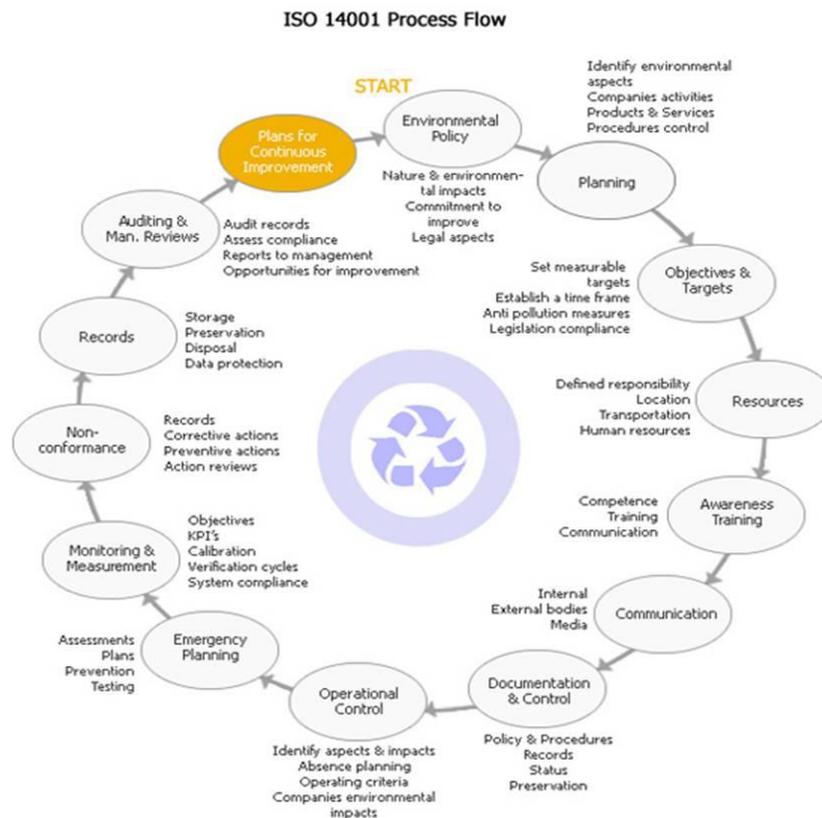


## APP Quality Process

Align Property Partners (APP) have a quality management system in place that is tried and tested with our client base and, as such, has been developed over the last ten years.

APP are an accredited ISO9001 and 14001 Company. In addition, we have registered with British Standards Institute for ISO44001 which we expect will be awarded in February 2018. Our systems have a full life cycle, based on the two standards, and apply whether we are delivering the quality of a particular project or the service delivery of our business as a whole.



**FIGURE 10 :** APP equality process incorporating our ISO 9001 and ISO 14001 practices

APP ensures that our quality standard and processes maintain business continuity by focusing on its people and its systems.

APP have a number of project procedures and forms that need to be completed through the lifecycle of any project, captured in Figure 11 below.

All the appropriate work stages are required to be signed off by the designated project manager before proceeding to the next stage. The system is reviewed on an annual basis by the APP Board, following which independent audits are undertaken. An audit is also carried out by our external accreditor on a six monthly basis.

All the project information can be accessed by the client through our web based system to keep them up to date on project progress and allow them to be reactive to any change controls that they may wish to implement.

We encourage clients to attend our project review meetings to ensure all stakeholders are engaged through the life time of a project.

Project Procedures and Forms	
Procedure No:	Forms
APPQ1-4-5-6 Correspondence & Communications	APPQ1-4-5-6a Correspondence Register
	APPQ1-4-5-6b Record Note
	APPQ10.1 Appointment Plan
APPQ10 Internal Briefing	APPQ10.2a Internal Briefing Plan
	APPQ10.2b Internal Client Workbook
APPQ10 Planning	APPQ10.3 Project Plan
APPQ10 Environmental	APPQ10.4 Environmental
APPQ10 Project Review	APPQ10.5 Project Review
APPQ10 Change Control	APPQ10.6 Change Control
	APPQ10.6.1 Early Warning / Change Register
	APPQ10.7 Project Handover Checklist
	APPQ10.8 Technical Document Receipt Register
	APPQ10.9 Technical Document Issue Register
APPQ10 Control of Technical Documents	APPQ10.10 Check Sheet
	APPQ10.11 Report Plan
	APPQ10.12 Calculation Sheet
	APPQ10.13 Calculation Register
	APPQ10.14 Material for Archiving
	APPQ10.15a Client Feedback
	APPQ10.15 Lessons Learnt
APPQ10 Performance	
APPQ11 Lessons Learnt	
APPQ11 Health and Safety Polices and Guidance	11.1 H & S Topics – SSIP, RIDDOR reportable events
APPQ 11 CDM Process	11.2 CDM
APPQ11Vendors	APPQ11.18 Vendor Appraisal
	APPQ11.20 Vendor Evaluation
APPQ12 Finance	APPQ12.1 Finance
APPQ13 Simple Jobs Worksheet	13.1 Simple jobs

**FIGURE 11** : Quality Management Process (project procedure and associated forms for completion)

## Our Project Management System and Processes

For project specific quality management we will prepare Project Execution Plans (PEPs) for all projects containing relevant information relating to the core team, defined responsibilities, deliverables, programme, client requirements, methodologies and management procedures. The document provides a central reference for existing and new staff to a project to allow continuity of workflow and omit disruption concerns.

Other plans we will prepare for each project will include communication, escalation, gateway and milestone approvals. All this information is currently held in our digital repository portal CONCERTO similar to Cumbria County Council's Atrium system. The software provides 'real time' documentation and data management and ensures required information is continuously and readily available, whilst omitting the potential issues from individual absences. 'Sandbox' training can be provided to impart client independence and efficient use of the system, whilst maintaining protection of the core information.

All disciplines within the business work under the regulated quality assurance procedures, ISO90001, standardised processes and IT practices, structured filing systems, staff training schemes and checking protocols. This also provides management planning and ensures work adheres to the current Environmental Standards.

All BSI Design Standards and new legislation are automatically uploaded into our quality management system through our librarian to ensure all staff work to the current standards.

Regular weekly and monthly meetings are adopted at both Project and Corporate levels as a method of ensuring multi-discipline communications and effectively plans Company resources and commitments.

Regular design reviews ensure that there is common knowledge of project details between members of our multi-disciplinary design teams, including a full awareness of the expectations for Cumbria County Council.

As the system is live, this allows our business to be reactive to non-planned events by being able to mobilise very quickly and reschedule less urgent requirements.