

ARC Design Gippsland is committed to delivering consistent, high-quality building design and consultancy services that meet client requirements and enhance customer satisfaction across all projects. Please find the following Quality Policy.

The practice operates a Quality Management System aligned with the requirements of **ISO 9001:2015**, appropriate to the scale and nature of our architectural and building design services. This system supports effective project delivery, risk management, compliance, and continuous improvement.

ARC Design Gippsland is committed to:

- Understanding and responding to client and project requirements
- Meeting applicable statutory, regulatory, and contractual obligations
- Delivering fit-for-purpose, well-resolved, and buildable design outcomes
- Maintaining clear communication and collaborative working relationships
- Preparing accurate, complete, and coordinated documentation
- Managing projects through planned, controlled, and reviewed processes
- Continuously improving the effectiveness of the Quality Management System

Quality Objectives

Quality objectives are established, monitored, and reviewed to support this policy and are aligned with the strategic direction of the practice. Objectives are measurable and focus on service quality, client satisfaction, compliance, and continual improvement.

The framework for setting and reviewing quality objectives is defined within the Quality Management System Manual.

Roles and Responsibilities

A Director or nominated Project Manager is appointed to each project and is responsible for delivery across all stages. The Director is accountable for:

- Leadership and implementation of the Quality Management System
- Ensuring resources are available to meet quality requirements
- Reviewing performance, risks, and opportunities
- Driving continuous improvement

All persons working for, or on behalf of, ARC Design Gippsland are expected to understand and apply this policy in their work.

Communication and Review

This Quality Policy is communicated to staff and relevant external parties and is available to the public. The policy is reviewed at least annually, or following significant organisational, operational, or legislative change, to ensure its ongoing suitability and effectiveness

Regards,

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Registered Building Designer (Architectural)



DESIGN GIPPSLAND

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