

## RIDGE QUALITY MANAGEMENT SYSTEM POLICY STATEMENT

The Ridge Quality Management System is certificated to BS EN ISO 9001:2015 (Certificate FS28479), which is held for all of its offices. The Quality Management System (QMS) Ridge provides and maintains not only meets the requirements of ISO 9001:2015, it also meets and/or exceeds other relevant statutory and regulatory requirements, including compliance with the NSI Quality Schedule FRAQS123.

Ridge was first certificated by the BSi in early 1994. The scope of the QMS includes all core aspects of our multi-disciplinary services: cost management, building surveying, architecture, building services engineering, building services maintenance management, property consultancy, civil engineering, health and safety, sustainability, traffic and transportation, infrastructure commercial management, project management, legal support services and structural engineering.

The Ridge QMS is focused on providing continuing improvement to Customer Care through annual Customer Care interviews. We ensure that our aims of service provision are regularly monitored and managed on each project.

Appropriately qualified personnel carry out all work undertaken by Ridge. This includes services provided by our sub-consultants. All services have audited processes to ensure quality of service.

Critical elements of the Ridge QMS are accuracy of calculations and computer produced information. In addition, appropriately qualified senior staff review all documents for technical accuracy, before they are issued. Ridge sets down high standards of briefing to ensure that the project objectives are clearly defined. The attainment of these objectives is planned and managed for changes.

Where Ridge uses multi-discipline teams, incorporating the many aspects of service we provide, the coordination and management of the Project Team is defined in the QMS. The audited process of reviewing every project as it progresses ensures that potential problems are quickly identified and resolved. This management, with document accuracy are key aspects of the Ridge QMS; these ensure the quality of service provided and that the outcome of every project meets our clients' requirements.

Signed: 

Position: Senior Partner

Date: 31<sup>st</sup> March 2023

