

Quality Policy

OLO Ltd is an Architecture and Design Practice providing specialist and general architectural services. The Directors and staff within the practice have many years of experience at a high level within the industry. This provides the company with a cutting edge when competing for contracts and will lead to work on highly prestigious projects across the Country.

The company's expertise is often required to develop innovative solutions for the most demanding problems in the design, all designs developed consider the practicality of the solutions as well as the visual impact and aesthetics core considerations.

It is the objective of OLO Ltd to satisfy the quality and delivery requirements of our customers at competitive prices. We will measure our performance in meeting customers' requirements and work with them to continually improve our service.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based on the requirements of ISO 9001:2015.

We will:

- Monitor and measure the effectiveness of our business processes and company objectives through our Management Reviews and Internal Audit Processes.
- Monitor customer satisfaction and set objectives for continuous improvement.
- Analyse the causes of any complaint and take appropriate action to prevent a recurrence.
- Ensure the availability and competence of the support resources for the core processes.
- Provide the work environment necessary to ensure the wellbeing of our employees and visitors.
- Encourage all employees to identify problems and make suggestions to improve all aspects of our working practices. These will be considered by senior management, and if appropriate remedial actions will be implemented and communicated.
- Ensure that all employees are aware of our Quality Policy and commit to effectively implementing our Quality Management System.
- Ensure that the company complies with all regulatory, legal, and other requirements.

Achieving our quality objectives and continuous improvement is fundamental to all activities carried out within our company. It must be practised by all employees as an integral part of their daily work. This policy is available to all interested parties upon request.

Approved by

A handwritten signature in black ink, appearing to read 'Alex Tucker', with a long horizontal stroke underneath.

Alex Tucker
Managing Director
7th November 2022