



## RICHARD GLEN ASSOCIATES

### QUALITY ASSURANCE POLICY STATEMENT

Richard Glen Associates is committed to achieving and maintaining a high quality responsive service to its clients. The operation of a quality system within the practice is an important part of the management system and is kept under review.

Richard Glen Associates is a Registered Practice of the Landscape Institute (Reg No. 20753). The practice is bound by the Landscape Institute's quality assurance principles:

- The Code of Practice  
[www.landscapeinstitute.org/PDF/Contribute/Code\\_of\\_Conduct\\_000.pdf](http://www.landscapeinstitute.org/PDF/Contribute/Code_of_Conduct_000.pdf)
- Appointing a Chartered Landscape Architect Guidelines for Best Value  
[www.landscapeinstitute.org/publications/download/Guidelines%20for%20Best%20Value.pdf](http://www.landscapeinstitute.org/publications/download/Guidelines%20for%20Best%20Value.pdf)
- The Landscape Consultant's Appointment  
[www.landscapeinstitute.org/publications/download/Guidance%20for%20Clients%20on%20Fees.pdf](http://www.landscapeinstitute.org/publications/download/Guidance%20for%20Clients%20on%20Fees.pdf)



The client relationship plays a fundamental role in the success of a project and generally requires the following:

- A clear definition of the brief.
- Agreement on and communication of professional services and charges.
- Definition of the role of the client and clear responsibilities of all the parties involved in the project.
- Agreement of the programme of the project.
- An approved budget.
- Agreement to include specialist consultants in the project where necessary.



To ensure that client requirements are met in terms of time, cost and quality, planning the availability of skills and resources is an important aspect of the Quality Assurance System.



The success of the projects depends on the good working relationships and proper understanding of all members of the professionals and client team. The Quality System stands alongside this basic understanding.

Operational procedures and quality control apply to a variety of activities within the practices. These are categorised as follows:

- Quality System
- Administration
- Project Management
- Technical Reviews
- Financial Procedures

The Quality system is designed specifically to achieve quality control in the provision of services associated with the professional activities of Landscape Architecture and Urban Design. As such the formal application of the system is restricted to the provision of design services, the management of design projects and the production of reports.



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Richard Glen  
On behalf of Richard Glen Associates



Date .....