

boon brown

Quality Management
System
Manual

Revision history

Revision	Date	Description	By	Approved
01	17.04.18	Quality Management Manual	RC	R Boon
02	17.04.18	Quality Management Manual	LS/RC	R Boon
03	04.05.18	Quality Management Manual	RC	R Boon
04	08.05.18	Quality Management Manual	RC	R Boon
05	09.05.18	Quality Management Manual	LS/RC	R Boon
06	07.06.18	Quality Management Manual	L Storey	R Boon
07	12.06.18	Quality Management Manual	LS/RC	R Boon
08	11.07.18	Quality Management Manual	LS/RC/RB	R Boon
09	19.09.19	Signed Policy statement, updated 5.3 with introduction of new associate/director role, 4.1 Data Protection Legislation	L Storey	R Boon
10	30.09.20	5.3 Organisational chart, 5.3.1 roles and responsibilities, 7.1.4 employee count, 7.1.5 document evidence	L Storey	R Boon
11	07.09.21	Inserted latest PRS.01, organisational chart and number of employees.	L Storey	R Boon
12	05.05.22	5.3 Organisational chart, 7.4 Communication	A Warne	R Boon
13	06.01.23	Update to Quality Objectives and removal of calibration	A Warne	R Boon
14	04.09.23	5.3 Organisational chart	M Johnson	A Warne
15	14.11.23	Reference to 'The Operations Director' changed to Director(s), throughout the manual. 5.3 Organisational Chart removed and link to document added.	M Johnson	T Shepperd R Boon
16	01.05.24	Removal of Richard Boons Signature	M Johnson	T Shepperd
17	14.11.24	ISO 9001:2015/Amd 1:2024: Integrating Climate Change into Quality Manual - 4.1 Understanding the Organisation - 4.2 understanding the needs and expectations of interested 1.3 Quality Policy Signature dates 4.4 QMS and its Processes – Updated with correct documents.	M Johnson	T Shepperd
18	14.11.25	QMS Reviewed and Signed	T Shepperd	T Shepperd

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1 Introduction

This document is the Quality Management System Manual of BoonBrown and for the purpose of this manual, it will be referred to as the 'QMS'.

The QMS is the property of BoonBrown and is a controlled document.

The purpose of the QMS is to provide an overview of BoonBrown, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedure manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for the procedures required by the respective standards.

THIS MANUAL IS DESIGNED TO MEET THE REQUIREMENTS OF ISO 9001:2015.

1.1 The Issue Status

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this QMS.

When any part of this QMS is amended, a record is made in the Revision History Table on page 1.

The QMS can be fully revised and re-issued at the discretion of the ISO Director.

Please note that this QMS is only valid on the day of printing.

1.2 Plan-Do-Check-Act Model for ISO 9001:2015

GENERAL

1. Scope
2. Normative references
3. Terms and definitions

ACT
10. Improvement



CHECK
9. Performance Evaluation



PLAN
4. Context of Organisation
5. Leadership
6. Planning
7. Support



DO
8. Operation



1.3 Quality Policy

It is the policy of BoonBrown to maintain a quality system designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives, the purpose, and the context of the Organisation.

It is the policy of BoonBrown to:

- strive to satisfy the requirements of all our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations.
- comply with all compliance obligations, codes of practice and all other requirements applicable to our activities.
- the reduction of hazards, prevention of injury, ill health, pollution and climate change.
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met.
- ensure that all employees are made aware of their individual obligations in respect of this quality policy.
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality policy provides a framework for setting, monitoring, reviewing, and achieving our objectives, programs, and targets.

Client service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on client service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed by the Director to ensure it remains appropriate and suitable for our business. The Quality System is subject to both internal and external annual audits.

Signed:

A handwritten signature in blue ink, appearing to read 'T. Shepperd', is positioned below the 'Signed:' text.

Tim Shepperd | Director

Last reviewed on 14 November 2025

2 Overview of the Organisation

BoonBrown is a multi-disciplined Practice based in Yeovil, Somerset and Brixton, London.

It was established in 1986 by Clive Brown and Richard Boon and has developed into one of the largest independent professional practices in the Southwest of England.

Since its foundation the Company has been awarded commissions by many of the region's most prestigious companies and largest employers in the southwest and London.

As a Practice, BoonBrown has the resources, ability, and experience to enable it to provide a complete design service for all types of buildings.

The practice provides a comprehensive 'one-stop' service including architecture, planning consultancy, and landscape design to both public and private sectors. To complete the service, professionals are contracted to principal designer, supply quantity surveying, structural engineering, and mechanical and electrical services engineering.

BoonBrown has the management skills, technical knowledge and financial stability to project-manage contracts for its clients. This overall expertise, integrity and independence also allow the Practice to conduct Tenders, including selecting the most cost-effective solution, on behalf of the client.

Our ethos is to deliver high quality building and landscape designs that are within budget and on schedule.

The expertise of BoonBrown ensures that the client always has the best possible advice.

The Practice is justifiably proud of its enviable track record in the Southwest and is looking to include the London region within this.

2.1 Scope of Registration

Provision of Architectural, Town Planning Consultancy and Landscape Design and Principal Designer services to both public and private sectors predominantly within the UK and Worldwide.

3 Quality Objectives

BoonBrown aims to provide a professional and ethical service to our clients. To demonstrate our intentions our directors will analyse data across all areas of the business such as:

- Client communication and feedback
- Internal performance
- Business performance

To ensure that BoonBrown's quality objectives are being met, the Executive Leadership Team (ELT) - which includes the board of directors and ISO representative when required - consider the threats and opportunities associated with our quality assurance, information security, and health and safety aspects, including climate change, and responsibilities, timescales and re-evaluation will be assigned.

Quality objectives are reviewed within our management review meetings and updated as appropriate. Throughout the year the ELT monitor progress and Information is communicated to staff as appropriate. Any objectives needed to meet contractual requirements will also be set at appropriate times.

BoonBrown have identified the following Quality Objectives:

3.1.1 To deliver our services to specification, on time and to the fee agreed.

- BoonBrown will achieve this with adherence to the BBF.10 information and details contained within evolving job file. This will be monitored through our auditing process.

3.1.2 Conduct our business in an ethical and professional manner.

- This will be measured by full compliance with the professional body and regulatory measures that BoonBrown practices within.

3.1.3 To satisfy our clients' requirements and get things right the first time.

- This will be achieved by conducting regular meetings and/or discussions with clients, some of which will be entered into the job file.

3.1.4 Work to the standards and policies set out by the Royal Institute Architects (RIBA), Royal Town Planning Institute (RTPI), and the Landscape Institute (LI).

- This will be measured by continual reference to advice and policies of relevant bodies.

4 Context of the Organisation

4.1 Understanding the Organisation and Its Context

The context of the Organisation is demonstrated within this QMS, and all associated processes connected with the services/ products offered. In addition to the below, this is also reviewed on the Risk Matrix.

The legal legislation / regulatory compliance to the service offered are listed below.

Revision	Date
Companies Act 2006	http://www.legislation.gov.uk/ukpga/2006/46/contents
Pension Scheme Act 2017	http://www.legislation.gov.uk/ukpga/2017/17/contents
National Insurance Contributions Act 2015	http://www.legislation.gov.uk/ukpga/2015/5/contents
Modern Slavery Act 2015	http://www.legislation.gov.uk/ukpga/2015/30/contents
GDPR/Data Protection Act 2018	http://www.legislation.gov.uk/ukpga/1998/29/contents
Equality Act 2010	http://www.legislation.gov.uk/ukpga/2010/15/contents
Corporation Tax Act 2010	https://www.legislation.gov.uk/ukpga/2010/4/contents
Employment Act 2008	http://www.legislation.gov.uk/ukpga/2008/24/contents
Statutory Sick Pay Act 1994	http://www.legislation.gov.uk/ukpga/1994/2/contents
Health and Safety at Work Act 1974	http://www.legislation.gov.uk/ukpga/1974/37/contents
Value Added Tax Act 1994	http://www.legislation.gov.uk/ukpga/1994/23/contents
Architects Act 1997	http://www.legislation.gov.uk/ukpga/1997/22/contents
Housing and Planning Act 2016	http://www.legislation.gov.uk/ukpga/2016/22/contents
Town and Country Planning Act 1990	http://www.legislation.gov.uk/ukpga/1990/8/contents
Planning (Listed buildings and conservation areas) Act 1990	http://www.legislation.gov.uk/ukpga/1990/9/contents
Planning and Compulsory purchase Act 2004	http://www.legislation.gov.uk/ukpga/2004/5/contents
Planning Act 2008	http://www.legislation.gov.uk/ukpga/2008/29/contents
Localism Act 2011	http://www.legislation.gov.uk/ukpga/2011/20/contents
Growth and Infrastructure Act 2013	http://www.legislation.gov.uk/ukpga/2013/27/contents
Building Regulations 2010	http://www.legislation.gov.uk/uksi/2010/2214/contents/made
Control of Asbestos Regulations 2012	http://www.legislation.gov.uk/uksi/2012/632/contents/made
Energy Performance of buildings (England and Wales) Reg 2012	http://www.legislation.gov.uk/uksi/2012/3118/contents/made
CDM Regulations 2015	http://www.legislation.gov.uk/uksi/2015/51/contents/made
Royal Institute of British Architects (RIBA) Code of conduct	https://www.architecture.com/knowledge-and-resources/resources-landing-page/code-of-professional-conduct
Royal Town Planning Institute (RTPI) Code of Professional conduct	http://www.rtpi.org.uk/media/2684840/code_of_conduct_newcover2017.pdf

Architects Registration Board (ARB) Architects Code: Standards of conduct and practice	http://www.arb.org.uk/architect-information/architects-code-standards-of-conduct-and-practice/
The Landscape Institute Professional Conduct	https://www.landscapeinstitute.org/about/professionalconduct/
British Standards Institution (BSI)	https://www.bsigroup.com/en-GB/search-results/?q=code%20of%20conduct
Climate Change Act 2008	Climate Change Act 2008 (legislation.gov.uk)

BoonBrown works within professional body standards and evaluates compliance via external professionals such as accountants, health and safety, employment law and regulatory industry standards.

The organisation shall determine whether climate change is a relevant issue.

4.2 Understanding the Needs and Expectations of Interested Parties

Interested Parties	Information Requirements
Directors	Regular access to current financial and commercial information to make considered decisions in all areas of the practice. Thereby ensuring that the business continues to function in a sustainable profitable manner.
Employees	Information relating to terms and conditions of employment. Safe, clean, and comfortable working environment and welfare conditions. Training and support. Opportunities of advancement. Employment security.
Clients	Identifying specifically the client's requirements. Adherence to contractual agreements. The delivery of the project that meets their expectations.
Contractors	Communicating detailed specifications in order that they may accurately evaluate the job in relation to costing of and timing of delivery. Adherence to contractual agreements. Adherence to payment terms.
Suppliers	Accurate information in order that they evaluate the job in relation to financial cost and timing of delivery. Adherence to payment terms.
Banks/ other finance provider	Good financial performance and integrity in all matters financial. Compliance with loan conditions.
Solicitors	Supply of accurate information to enable the production of contractual agreements
Insurers	Meeting policy requirements. Payment of premiums. Reporting change in circumstances. Liaison to advise on additional specific client contractual requests.
Accountants	To supply timely financial records for them to produce annual financial statements. Integrity in all things financial and accounting.
Trade bodies/ Associations	Membership requirements. Meeting standards to which the organisation adheres i.e., RIBA, RTPI, SMAS.
Governing and Regulatory Bodies	Accurate and comprehensive information to achieve full compliance with all regulatory and governing bodies.
Shareholders	To expect a consistent increase in share value and a return on capital.
Neighbouring businesses	Consideration to our neighbours in all shared facilities i.e., parking and WC's.
Landowners	Building maintained as per landlord's contractual requirements.
Emergency Services	Accurate information on type of incident, location, and current situation to provide an efficient response to the situation.

NOTE Relevant interested parties can have requirements related to climate change.

4.3 Determining the Scope of the QMS

The encompassing of all the expertise and services, which are coordinated within a bespoke design and delivered on behalf of our clients to the high standards they would expect. Thereby sustaining profitability and performance to meet the needs of all interested parties.

4.4 QMS and its Processes

As per our client's requirements, we generally operate to the RIBA standards within our practice.

Work Process	Related Procedure	Related Forms
Strategic Direction 	Procedure 1 Fee Proposal	Fee Acceptance BBF 10 Contract Form
Preparation and Brief 	Procedure 2 Site Investigation and Surveys Procedure 3 Drawings, Surveys, Specification and Tender Procedure 6 Purchasing	Location plan with Site Boundaries BBF 10 Contract Form Design Review Minutes BBF 18 Preferred Contractors
Concept Design 	Procedure 4 Drawing Control	BBF 08 Drawing Issue Sheet Design Review Minutes
Developed Design 	Procedure 8 Control of Nonconforming Product	BBF 08 Drawing Issue Sheet Design Review Minutes
*Technical Design 	Procedure 9 Corrective and Preventative	BBF 08 Drawing Issue Sheet Design Review Minute
Construction 	Procedure 5 Contract Administration	Tender Documents (CA) Defects Schedule (CA) Meeting Minutes (CA) BBF 14 Subcontractor Performance Review
Handover / Close out 		Certificate of Practical Completion (CA)
In Use		BBF 30 Project Completion Form BBF 20 Customer Satisfaction Form Certificate of Completion after approx. 12 months (CA)

*N.B if requested a DWG by a client - procedure initiated PDF and DWG issued by director.

5 Leadership

5.1 Leadership And Commitment

The directors are committed to the development and implementation of an environmental policy and the QMS which are both compatible with the strategic direction and the context of the Organisation, the whole system is regularly reviewed to ensure conformance to the standard.

Responsibility has been assigned to our ISO representative to ensure that the QMS conforms to the requirements of the respective standards and the provision to report on performance to the Directors has been defined.

The designated ISO representative will ensure that BoonBrown staff are aware of the importance of meeting client as well as statutory and regulatory requirements, and overall, to contribute to achieving BoonBrown's quality policy and objectives.

The ISO representative is responsible for implementing the QMS and ensuring the system is understood and complied with at all levels of the Organisation.

- The ongoing activities of BoonBrown are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Objectives is undertaken.
- Resources needed for the QMS are available and employees have the necessary direction and support, training, skills, and equipment to effectively carry out their work.
- The QMS is integrated into the Organisation's business processes to ensure that the QMS achieves its intended outcomes.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular review meetings and the performance communicated to all staff.
- Communication covering the importance of the QMS and conformance to the QMS requirements are in place.
- Continual improvement is promoted.
- The contribution of people involved in the effectiveness of the QMS is achieved by engaging, directing, and supporting people within their area of responsibility.
- Client requirements and applicable statutory and regulatory requirements are determined and met.

The focus on consistently providing services that meet client and applicable statutory and regulatory requirements is maintained.

- The focus on enhancing client satisfaction is maintained.
- Only Directors have the authority to compile and submit proposals, to negotiate and agree the proposal with the client and accept any resultant contract.
- Throughout the process any amendments (to the brief of contract) from the client are assessed and any impact upon the fees, building cost or programs formally advised. Any subsequent changes to the requirement upon subcontractors are formally notified.
- It is policy to use BoonBrown standard form of agreement and Terms and Conditions when the client formally accepts the proposal except for small jobs/or jobs for known clients.

5.2 Organisational Roles, Responsibilities, and Authorities

BoonBrown has an organisation chart in place, employee contracts together with job descriptions to ensure that the appropriate personnel are in place to cover the whole context of the Organisation and strategy of the business.

Please see below document as demonstration:

Organisational Chart

5.3 Roles and Responsibilities of QMS

5.3.1 Roles of Director

- To support the ISO representative in the implementation of the QMS
- To set up the quality policy for the company
- To set company objectives

5.3.2 Roles of ISO representative

- To plan, disseminate, implement, and continuously develop the QMS according to the policy
- To monitor and assess the implementation of the QMS
- To be informed and implement the policies authorized by the director

5.3.3 Roles of BoonBrown employees

- To follow the QMS
- To operate within compliance with regulations
- To give suggestions for improving the QMS and liaise with the ISO representative on any challenges they discover
- To participate in any QMS training, projects, and activities

6 Planning

6.1 Actions to Address Risk and Opportunities

We have identified the following process as a means of identifying and determining the risks and opportunities that are relevant to our QMS. The risk matrix is separate from this manual.

Within each of the areas the risks (if any) are identified together with a rating as to the importance of the risk. The associated consequence, severity and mitigation of the risk is also noted together with the probable likelihood of the risk occurring.

We use an excel spreadsheet to collect and analyse the risks and opportunities.

The Risk Matrix is reviewed annually by the ISO representative and director to ensure the effectiveness of the actions have been fulfilled.

Please see below document as demonstration:

[Risk Matrix](#)

6.2 Quality Objectives and Planning to Achieve Them

The quality objectives and methods of achieving the objectives are located within section 3 of this Manual – Quality Objectives.

6.3 Planning of Changes

The director will identify any potential changes; this is then delegated to the ISO representative.

The ISO representative will conduct a “research background” to determine the feasibility of the changes with regards to:

- purpose of the change
- any potential consequences
- integration of the QMS
- the availability of resources
- the allocation or reallocation of responsibilities and authorities
- technical skills
- timescales
- risks
- impact

Once completed this then forms part of the management review together with the internal audit schedule.

Please see below document as demonstration:

[Planning for Changes](#)

7 Support

7.1 Resources

7.1.1 General

BoonBrown determines and provides the resources needed for the establishment, implementation, maintenance, and continual improvement of the QMS. The adequacy of these is considered at review meetings.

We ensure that the following elements are considered when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources.
- What needs to be obtained from external providers.

7.1.2 People

Operation and context of the Organisation is considered when we determine the relevant persons necessary for the effective operation of the QMS.

7.1.3 Infrastructure

All our administration is conducted at our head office. This includes:

- Management of financial matters
- Personnel records
- Primary core activities and processes
- In terms of equipment used to deliver our service, and maintenance records are kept for the following:
- Office space (494 square meters)
- Utilities
- Hardware/software
- Technology

Please see below documents as demonstration:

[Building Log - Yeovil](#)

[Building Log - London](#)

7.1.4 Environment for the operation of processes

BoonBrown employees in Yeovil are located on the first floor of the office building with access either via stairs or lift. The maintenance and services are initiated, and records held by the Landlord. BoonBrown employees in London are located on the first-floor mezzanine, with 1 staff member located on the ground floor. Both office spaces consist of 45 to 55 people who all have their own workstation. Design work is carried out both by hand but predominately by PC's. Drawings are produced on AutoCAD, rendering is applied using Adobe Photoshop and 3D modelling is carried out by ArchiCAD, Sketchup or Revit. All packages are inter-compatible.

There are no psychological factors to take into consideration, and we monitor our employees through appraisals and general meetings. Cleanliness is subcontracted out to cleaners who visit the office 3 times a week and clean the communal areas daily.

Company Directors are committed to providing:

- A place of work that is safe, including all equipment and methods of work.
- Training, instruction, information, and supervision for all employees.

- Safe working environment with good lighting, ventilation, and safe passageways.

7.1.5 Monitoring and measuring resources

We ensure that all relevant equipment and personnel are monitored and measured to ensure that both are effective for the services we offer:

Equipment: We ensure that all equipment is serviced, maintained to statutory and regulatory requirements.

Please see below document(s) as demonstration of compliance:

[Building Log - Yeovil](#)

[Building Log - London](#)

Personnel: All employees are monitored on a regular basis and appropriate records kept in personnel files.

7.1.6 Organisation knowledge

We ensure that "Job Specifications" are produced which include knowledge requirements for each individual role.

The specifications are in line with professional qualification requirements to ensure personnel can meet regulatory standards.

7.2 Competence

All employees have the training and skills needed to meet their job requirements. Competence and training needs are identified/ satisfied by using:

- Induction forms
- Continual professional development
- Internal awareness training
- Staff review form
- Governing bodies such as RIBA, ARB, RTPI where applicable
- BoonBrown subscribe to the NatWest Mentor services for Employment Law

7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the QMS through:

- Notice Boards
- Awareness Training
- Induction
- CPD

7.4 Communication

For internal staff, the company server is a source of information and is updated regularly to ensure that all information is correct. This is accessible by all staff.

External communication, the company website and social media is a source of information and updated regularly.

7.5 Documented Information

7.5.1 General

BoonBrown demonstrates documented compliance to ISO 9001:2015 through this QMS manual (which includes processes and procedures) on an electronic system which is available on the company server accessible by all employees.

All information is read only and only accessible via the document owner for amendment.

7.5.2 Creating and updating

The creation of documentation to support the QMS is primarily the responsibility of the ISO representative.

Identification will be sought by document number, date, and version. To aid the approval and suitability of documents, The Director authorises the release and delegates any training required to the ISO representative.

7.5.3 Control of documented information

All documentation is controlled by version and date and is listed on BBF.13 Current controlled Document List.

BoonBrown has antivirus software and passwords in place to avoid the loss of confidentiality, improper use, or loss of integrity.

A third-party IT company supplies a data and security protection service to BoonBrown.

Control of documents can be seen on the Current controlled documents List and encompasses the following elements:

- Form number
- Form name
- Revision
- Date
- Format

Documents can be retrieved by authorised personnel from the storage locations specified and / or from folders on the network. Client records are identified by specific job number.

During or after the retention period stated (12 years), the relevant records will be reviewed by the director and will either remain in-situ, be archived or destroyed.

If records are to be destroyed, they will be disposed of in a controlled manner; sensitive hard copies will be shredded, and soft copies will be deleted from the system. If records are to be archived, they will be identified and stored appropriately in line with GDPR regulations.

Please see the document below as demonstration of compliance:

[Current Controlled Documents](#)

8 Operation

8.1 Operational Planning and Control

BoonBrown has determined the requirements and controls implemented for all processes detailed in section 4.4.

Any planned changes are controlled through section 6.3 (Planning for Changes)

8.2 Determination of Requirements for Services

8.2.1 Client communication

Clients are kept informed of progress on an ongoing basis.

Communication can take the form of telephone conversations, formal meetings (recorded by formal minutes on certain jobs) and email.

Capability, facility, and service information is supplied to clients via the website, brochures, email and through direct sales / personal contact.

Communications such as quotes amendment details are appropriately stored and identified by client and possible job/current job number.

Client feedback is proactively sought via satisfaction monitoring.

Complaints are documented and recorded in the appropriate section of the form.

Please see below document(s) as demonstration of compliance:

[Customer Feedback Form](#)

8.2.2 Determination of requirements related to services

BoonBrown ensures that applicable statutory and regulatory requirements are met, which can be evidenced within section 4.1 of this document.

All documentation is filed within the job file for archive purposes.

8.2.3 Review of requirements related to services

BoonBrown has processes in place to ensure that client details are collected prior to completion of the Contract Form. This is to ensure that all details are correct and any additional information is collected and placed, if required in the job file.

Any statutory and regulatory requirements applicable to the service offered are also documented within the contract review.

The contract review will be reviewed mid-way through the process to validate the client's requirements.

NB: Depending on size and scope of project some reviews are recorded within minutes, and some reviews are based on informal conversations with the client.

8.3 Design And Development of Product or Services

BoonBrown has detailed procedures for the design and development of services. The following elements are detailed explaining the processes:



Concept Design ↓	Procedure 4 Drawing Control	BBF.08 Drawing Issue Sheet Design Review Minutes
Developed Design ↓	Procedure 8 Control of Nonconforming Product	BBF.08 Drawing Issue Sheet Design Review Minutes
Technical Design	Procedure 8 Control of Nonconforming Product	BBF.08 Drawing Issue Sheet Design Review Minute

8.4 Control of Externally Provided Products and Services

8.4.1 General

BoonBrown ensures that externally provided products and services conform to specified requirements and are reviewed as part of BoonBrown's procurement procedure.

A database is maintained of subcontractors which the company considers using or recommending to clients. In the event of a subcontractor falling below the accepted standard (at the discretion of the directors), they will be removed from the preferred list.

Subcontractors are requested to provide information on a routine basis, typically Indemnity Insurances and are engaged by issuing formal job definitions.

Please see below document(s) as demonstration of compliance:

[Preferred Contractor List](#)
[Contractor Form](#)

8.4.2 Type and extent of control of external provision

BoonBrown have controls in place to ensure that external provisions are approved before using the service.

Please see below document(s) as demonstration of compliance:

[Preferred Contractor List](#)

8.4.3 Information for external provision

Communication of any applicable requirements which are deemed appropriate and are provided through contract review with the provider. (i.e., T and C's, performance, competence etc.)

Please see the document below as demonstration of compliance:

[Preferred Contractor List](#)

8.5 Production and Service Provision

8.5.1 Control of production and service provision

BoonBrown ensures that controls are in place to ensure delivery of our services in line with our core processes.

8.5.2 Identification and traceability

Job traceability is maintained using a job list. Each job is assigned a unique job number and job file. This is raised on receipt of an enquiry and holds all information with respect to the brief, the proposal, the acceptance of the brief and subsequent work. It also retained any information supplied by the client.

8.5.3 Property belonging to clients or external providers

Any information supplied to the practice by the client is held in the relevant job file. This information is retained, returned, or destroyed in accordance with the client instructions.

8.5.4 Preservation

All hard copy drawings, plans and specifications produced in the office are held on the premises and are traceable by way of a job number.

In the event of archiving due to space limitations, then a record is created. The location of items can be found on the current job list located on the "S" Drive.

8.5.5 Post-delivery activities

BoonBrown does not provide maintenance services or supplementary services; contractual obligations are complete at the end of the job.

Where applicable, feedback will be requested by BoonBrown, i.e., one-off clients, or project selected by ISO representative.

8.6 Release of Products and Services

BoonBrown ensures that the appropriate documentation is provided to the client on release of the service, and this is also retained for traceability.

i.e., release of DWGs to client. These are only released at the discretion of a director and the DWG/PDF procedure utilised. Control of nonconforming process outputs and services

The BoonBrown Internal Audit Report is used to identify non-conformances and any actual or potential shortfalls in quality standards or internal processes/ procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems within the QMS are avoided.

These areas are reviewed within the agenda for the Management Review meetings and typically cover the action taken to control and correct any non-conformance's noting any consequences of the action taken and themes which may be evident. In terms of continual improvement, we also review the suitability, adequacy, and effectiveness of our QMS.

BoonBrown has various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented, and seen through to completion to address the initial problem. The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place.

However, BoonBrown also uses internal and external audits to continuously improve its service delivery, financial, and operational functions.

8.6.1 Steps

- The ISO representative maintains and monitors the [Non-Conformance Log](#).

- If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the [Non-Conformance Log](#). The relevant person who is responsible for the action is informed. Action required as a result of client feedback, client complaint or management review is also logged and tracked via the company [Non-Conformance Log](#).
- Each entry in the [Non-Conformance Log](#) to include:
 - Action Number
 - Standard
 - Source
 - Audit Reference (if applicable)
 - Affect Clause / Procedure
 - Non-conformance
 - Detail & Root Cause
 - Date raised
 - Corrections
 - By Who
 - By When
 - Medium / Long term
 - Verification of effectiveness
 - Initial
 - Date

The ISO representative is responsible for checking the Non-Conformance Log Form and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

Once all actions on a log sheet have been completed the ISO representative archives it as a quality record.

Please see the documents below as demonstration of compliance:

[Non-Conforming Log](#)

[Internal Audit Report](#)

[Management Review Minutes](#)

9 Performance Evaluation

9.1 Monitoring, Measurement, Analysis, And Evaluation

Monitoring is based on risk.

Please see below document:

- [Risks Matrix](#)

9.1.1 General

BoonBrown has deemed the following elements (9.1.2, 9.2 and 9.3) for monitoring, measuring, analysis and evaluation to ensure the quality performance and the effectiveness of the QMS.

9.1.2 Client satisfaction

BoonBrown collates data on client satisfaction through client contact, emails, and client satisfaction surveys.

The client satisfaction survey is sent to clients, analysed, and evaluated at the management review meeting by ELT as it is a reportable requirement.

Please see the document below as demonstration of compliance:

[Customer Feedback Form](#)

9.1.3 Analysis and evaluation

Results of feedback, which includes client satisfaction questionnaire, internal audits, conformity of products and service, planning, suppliers, and the risk matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present.

9.2 Internal Audit

An internal audit schedule is prepared on an annual basis and covers the requirements ISO 9001: 2015 standards in which BoonBrown wish to be certified.

Internal audits are carried out through "risk or caused based" auditing.

The ISO Rep is required to complete all internal audits and must record appropriate evidence for completeness. Any non-conforming areas must be dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

Please see the document below as demonstration of compliance:

[Internal Audit Report](#)

[Internal Audit Schedule](#)

9.3 Management Review

Management reviews take place at least twice a year, the attendees present are the ISO Director and the ISO representative and any other appropriate persons in the business.

NB. If the director is unavailable, the ISO representative will conduct a management review. All inputs/ outputs are fully documented and recorded in line with the requirements of the specific ISO standard. Any actions arising from

the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation.

Please see the document below as demonstration of compliance:

[Management Review Minutes](#)

10 Improvement

10.1 General

BoonBrown ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:

- Planning Changes to the QMS and or Services
- 3rd Party Assessments for Certification Purposes
- Risks and Opportunities
- Client Feedback
- Internal Audits

10.2 Nonconformity and Corrective Action

Should a non-conformity occur, including those arising from complaints, internal audits, and external 3rd party assessment, BoonBrown designate the ISO representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences.

- This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the Risk Matrix to assist in mitigating the risk to the business.
- Should any non-conformance occur then the internal audit report / non-conformance report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the QMS or services be required then the Planning for Changes document shall also be completed.
- The corrective action plan summary must be completed, as this then forms part of the management review meeting.

Please see the document(s) below as demonstration of compliance:

[Internal Audit Report](#)
[Management Review Minutes](#)
[Non-Conformance Log](#)

10.3 Continual Improvement

Continual Improvement will be ongoing through various elements of the QMS which is encompassed within this document. The list below is not exhaustive:

- Risk and Opportunities Analysis - evaluated at several stages
- Quality Policy/ Objectives
- Internal Audits
- 3rd Party External Audits
- Management Review

info@boonbrown.com

www.boonbrown.com

Motivo | Alvington | Yeovil | BA20 2FG

Tunstall Hall | Bernay's Grove | London | SW9 8DF

boon brown