

# Quality Management System



## Quality Policy Statement from the Managing Director

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[ttsp.com](http://ttsp.com)

Quality of service and product is central to the ethos of TTSP as it seeks to deliver its vision of “shaping the spaces and places that transform how we work”.

TTSP is governed by the principles of reasonable skill and care in the delivery of professional services to our clients in conformity with normal standards associated with Architectural design. We are committed to Quality Management, through which we strive to measure and improve our service and competencies, both of which are critical to our continuing success and to building and sustaining satisfaction among our clients, present and future.

The Practice first obtained accreditation under BS EN ISO 9001:2000, in June 2003, subsequently updated to ISO:9001:2015 in 2018. Fundamentally client focused, this accreditation brings greater value to our business process and added value to our clients. Working in conjunction with risk management guidelines from The Wren, our professional indemnity insurer, we have developed robust systems and processes which enhance the efficiency of our business promoting a common, better managed and continuously improving approach to our work.

Whilst process based, TTSP’s Quality Management System provides an organisational framework within which our creative vision is delivered, monitored and developed. This, our Company Charter, is communicated throughout the business creating a common work ethic and an underlying culture that embraces all aspects of our work.

The integrity and development of our systems within a project and practice environment is monitored by our Quality Assurance Director with a direct reporting line to the Managing Director. Our performance relies upon the achievement of set objectives measured internally by structured audit programmes, with our management systems also monitoring the efficiency and the continuing application of operational policies which support our business, our profession and our quality of service.

The true measure of our success however will always be our clients’ satisfaction.

A handwritten signature in black ink, appearing to read 'William Ryan', followed by a horizontal line.

William Ryan  
Managing Director

January 2018