

# ORMS Quality Policy

Orms is committed to demonstrating to its clients, the profession and society as a whole, that buildings can make a difference; through its unique and holistic approach to architecture. We aim to put people at the centre of our designs. We develop our own people at all organisational levels in order to make decisions that will achieve this.

Orms approach to identifying and meeting client requirements involves deep thinking and analysis of historical context, interested parties, regulatory and strategic considerations and constraints. Thus each design project can be viewed as involving the development of an evidenced based structure or quality system within which to carry out risk based planning and communication, both internally and externally. This involves identification of strengths and weakness in resources and capabilities across the design team.

By building our quality system holistically through individual projects, we can then evolve effective ways for inter-project support and research based knowledge sharing across the whole practice. Each project also benefits from practice infrastructure and support activities shared by all projects. In this way we maintain strategic alignment between individual project objectives and the objectives of the practice as a whole.

Leadership within projects and across the practice is dependent on our ability to stimulate empowerment and spread leadership across the practice, so that our combined system capability is more than the sum of its parts. This requires evaluation of performance based on cooperative support and collaboration,

An evidence based structure, based on documented information, needs to have flexible processes in orders to support innovation, relationship development and knowledge exchange during daily life within the practice and when collaborating externally. Thus, we won't pursue standardisation or compliance as goals in themselves, but prefer to question assumptions and pursue an experimental approach to problem solving, control of risk and improvement.

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