

1. Introduction

This Quality Management Plan (QMP) defines the framework for ensuring the consistent delivery of high-quality fit-out projects. It aligns with ISO 9001:2015 principles and requirements for Quality Management Systems (QMS) and The Building Safety Act 2022, ensuring compliance with enhanced safety and accountability requirements in the construction industry.

The QMP reflects Barbour Fit Out's commitment to quality, safety, and continuous improvement in all operations.

2. Quality Objectives

Safety First: Embed the principles of the Building Safety Act to ensure safe design, construction, and operation of buildings.

Customer Focus: Deliver projects that exceed client expectations for quality, safety, and compliance.

Regulatory Compliance: Ensure full adherence to building regulations, and the Building Safety Act.

Continuous Improvement: Use feedback, audits, and lessons learned to refine processes and enhance quality and safety performance.

3. Principles of the Building Safety Act 2022

1. **Accountability:** Clear allocation of responsibilities across the project team, including Principal Designer and Principal Contractor roles.
2. **Competence:** Ensuring all involved parties are trained, qualified, and capable of fulfilling their duties.
3. **Golden Thread of Information:** Maintaining accurate and accessible digital records of building information across the lifecycle.
4. **Resident and Stakeholder Engagement:** Involving clients, residents (where applicable), and stakeholders in safety and quality discussions.
5. **Safety Case Approach:** Proactively managing risks through comprehensive safety documentation.

Compliance Requirements:

- Register high-risk buildings with the Building Safety Regulator (where applicable).
- Appoint a Principal Designer and Principal Contractor to oversee safety responsibilities
- Conduct regular safety reviews and inspections throughout the project lifecycle.
- Deliver a complete safety case file at project handover, ensuring compliance with the Act.

4. Context of the Organisation

Internal Context:

- Expertise in shopfitting and fit-out contracting since 1988.
- Skilled workforce aligned with the NAS Competence Framework.
- Commitment to quality, safety, and sustainability.

External Context:

- Compliance with UK building regulations and the Building Safety Act.
- Partnerships with approved suppliers and subcontractors.
- Evolving market demand for sustainable and safe construction practices.

Stakeholders:

- Clients: Developers, landlords, and commercial property owners.
- Building Safety Regulator: Ensuring compliance with safety regulations.
- Supply Chain: Material suppliers and subcontractors.

5. Roles and Responsibilities

Managing Director (Norman Barbour):

- Oversee the QMP, ensuring alignment with ISO 9001:2015 and the Building Safety Act.
- Promote a safety-first culture across the organisation.

Principal Designer (Where Applicable):

- Coordinate safety in design, ensuring compliance with building regulations and safety standards.
- Develop and maintain the Golden Thread of Information.

Principal Contractor:

- Oversee on-site safety and quality compliance.
- Ensure adherence to the Construction Phase Plan and the Building Safety Act.

Project Managers:

- Develop project-specific Quality and Safety Plans.
- Monitor compliance with safety and quality standards.

Site Supervisors:

- Conduct daily quality and safety inspections.
- Report and address non-conformances promptly.

6. Key Processes

6.1 Planning:

- Collaborate with clients to define quality and safety requirements.
- Develop a Construction Phase Plan (CPP) incorporating risk assessments and safety controls.

6.2 Risk Management (Safety Case Approach):

- Identify and evaluate risks associated with building safety.
- Implement mitigation measures and document in the safety case file.

6.3 Operational Control:

- Monitor and enforce safety protocols on-site.
- Conduct regular quality and safety audits.

6.4 Golden Thread of Information:

- Maintain a digital record of all project information, including designs, materials, inspections, and certifications.
- Ensure the information is accessible throughout the building's lifecycle.

7. Monitoring and Measurement

7.1 Quality Inspections:

- Perform inspections at critical stages, including pre-installation, installation, and post-completion.
- Document findings and corrective actions in the project record.

7.2 Safety Reviews:

- Conduct safety audits regularly to ensure compliance with the Building Safety Act.
- Review and update the safety case file as needed.

7.3 Customer Feedback:

- Use post-project surveys to assess client satisfaction.
- Address feedback to improve future projects.

8. Documented Information

Barbour Fit Out will maintain comprehensive records including:

- Quality and Safety Plans.
- Risk Assessments and Method Statements (RAMS).
- Inspection Reports and Audit Findings.
- Safety Case Files and Golden Thread Records.

9. Performance Evaluation and Continuous Improvement

9.1 Monitoring and Evaluation:

- Track project performance against key quality and safety indicators.
- Use client feedback and audit results to identify areas for improvement.

9.2 Lessons Learned:

- Hold post-project reviews to capture lessons learned.
- Update the QMP to incorporate best practices and address identified weaknesses.

9.3 Management Review:

- Conduct regular management reviews to assess the QMS's effectiveness.
- Ensure alignment with the latest regulations and industry standards.

Signature:
Norman Barbour
Managing Director, Barbour Fit Out