

# Quality Assurance Policy

---

Reviewed March 2008

## Quality management and assurance procedures

---

As a small organisation URBED is not registered with a formal quality assurance scheme. However our internal practices and procedures are regularly reviewed to ensure and maintain the quality of the product. These include:

- Ensuring that one or more Directors are directly involved in each project
- Developing URBED as a learning organisation and ensuring that all staff use consultancy and research projects to increase their skills and experience
- Promoting a culture of continuous professional development
- Upgrading IT facilities as a planned programme
- Reviewing projects internally on a regular basis
- Reviewing internal project management procedures on a regular basis
- Ensuring that all final reports are checked by two people before being sent out
- Undertaking risk assessment with clients at the outset of projects

URBED are currently exploring British Standard Accreditation for compliance with BS EN ISO 9002.