

Quality management.

Firm profile

Hoare Lea, a Tetra Tech company, is an award-winning firm of consulting engineers. Originally founded in 1862, we have 15 offices throughout the UK.

Our objective

To deliver excellent projects & professional service of the highest standard, to share our experience and knowledge with others, and to continually collaborate in improving the design and construction process for the benefit of people and planet.

Our commitment

- Make this policy available to all interested parties.
- Provide a service to our clients which fully meets our contractual and statutory obligations.
- Operate and continually develop a system of quality requirements, as set out in our defined project processes, registered to BS EN ISO 9001.
- Communicate this policy, our defined project processes and associated guidance, which collectively form the quality component of our Integrated Management System, to all staff.
- Provide training sufficient to ensure that all staff are competent to implement the requirements of this policy and our defined project processes.

Our approach

The reputation of the firm is exemplary, having been established through long-standing association with major projects and prestigious developments throughout all building sectors, including high technology.

We place particular emphasis on the skills, knowledge, and experience of our staff, on our organisational capability and reliability, and on our ability to innovate whilst managing quality in the delivery of services to our clients.

We require all staff to comply with our defined project processes, all contractual, statutory and regulatory requirements, and the relevant regulatory codes of practice and guidance notes, including those produced internally by the business, in the delivery of services to our clients.

Hoare Lea takes reasonable measures to monitor compliance with the above requirements in the delivery of our services, using objective evidence gathered through internal audit, review and client feedback, as well as 3rd party audit by a UKAS accredited certification body.

Moreover, these internal and external compliance processes assist in the continual improvement of our Integrated Management System, which, in turn, helps us to deliver successful projects.

Management

To effectively meet our quality commitments, we have established a quality management working group ("the Audit Committee"), which includes the Director of Governance and Legal, Head of Project Processes, Compliance Lead, Senior Auditor, and the Business Unit Auditors representing the Company's Business Units. This working group is responsible for setting the quality management agenda throughout the firm and promoting good project management processes. The Audit Committee reports to the firm's OP board and utilises KPI's to monitor metrics.

Within each office/location and discipline, responsibility for implementation of this policy lies with the Regional Directors who appoint the Business Unit Auditors within their Business Units to deliver the quality agenda. Business Unit Auditors act, in conjunction with project process representatives, as the focal points for all quality matters within their Business Unit, communicating to staff the requirements for quality as set out in this policy and the defined project processes.

The necessary financial resource required to operate and develop our Integrated Management System, and to maintain our registration to BS EN ISO 9001, is allocated annually by the firm's OP board.

Authorised:



Position: Director of Governance (responsible for IMS), acting for Hoare Lea LLP

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