



Quality Assurance Statement

Macfarlane + Assocs Ltd was established in 2003 to provide land planning and design services including masterplanning, urban design, environmental and landscape design, across many sectors.

Macfarlane + Assocs is a registered practice of the Landscape Institute (Reg. No. 966). The practice is bound by the Landscape Institute's quality assurance principles, including the LI Code of Practice.

Quality is important to our business because we value our clients and the impact of our work. We strive to provide our clients with services which meet and exceed their expectations through a focused approach to urban and environmental regeneration in the UK and overseas.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for continuously measuring and improving quality performance.

We have the following policies and procedures in place to support us in our quality goals and align with our quality system:

- Regular gathering and monitoring of client feedback
- A strict corrective and preventative action procedure
- Selection and performance monitoring of the entire supply chain
- Continuous training and development of employees
- Regular quality audits of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, client feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Management has ultimate responsibility for Quality, but we ensure all employees understand their responsibilities within their own areas of work to help ensure that Quality is embedded within the whole company.

Glen Macfarlane, April 2022