



## Quality Assurance Statement

Established in 2003, Macfarlane + Assocs Ltd. provides land planning and design services including masterplanning, urban design, environmental and landscape design, across many sectors. Based in central London, the practice has a reputation of excellence and innovation in design, planning and implementation of projects, particularly those based on sustainability principles.

Our approach balances design quality with deliverability – ensuring that proposals are viable, coordinated, and capable of successful implementation on site.

### Mission Statement

Ensuring a consistent level of quality is integral to our business as we value both the impact of our work and our diverse client base. We are committed to exceeding client expectations through a focused approach to urban and environmental regeneration.

Quality assurance is embedded across the practice and is the responsibility of every team member. Through structured systems, professional integrity, and a culture of accountability, Macfarlane + Assocs Ltd. is committed to delivering design excellence and measurable value for our clients and communities.

### Quality Management System

To achieve this, we have established a Quality Management System (QMS) that provides a framework for measuring performance. Our QMS is aligned with the principles of BS EN ISO 9001, incorporating:

- Documented procedures and controlled workflows
- Defined roles, responsibilities, and approval gateways
- Risk-based thinking and decision-making
- Internal audits and management reviews
- Corrective and preventive action processes
- Continuous improvement mechanisms

All project information is managed within our company's controlled digital environment and staff handbook, ensuring version control, traceability, and secure data storage. Performance against these objectives is monitored and reviewed as part of management review.

### Professional Standards and Governance

As a registered Landscape Institute practice (Reg. No. 966), we adhere to its quality assurance principles and Code of Practice. We maintain a highly skilled and professionally accredited team, with senior staff either Chartered Members of the Landscape Institute or working towards Chartership.

Our commitment to quality is supported by:

- Ongoing CPD aligned with industry standards and regulatory updates
- Active engagement with professional bodies and best practice guidance
- Structured internal knowledge sharing

M A C F A R L A N E + A S S O C I A T E S 9 H O L Y R O O D S T R E E T L O N D O N S E 1 2 E L

M A C F A R L A N E + A S S O C S L T D is registered in England and Wales. Company number: 06615078

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## MA QA STATEMENT MARCH 2026

Overall responsibility for quality sits with the Directors, who ensure that appropriate resources and competencies are allocated to each project, quality procedures are implemented and maintained, and projects are subject to appropriate levels of review and oversight.

Each project is led by a designated Project Lead, responsible for: the day-to-day quality control; coordination with the wider consultant team, programme and deliverable management; and reporting to the client.

Key project stages are subject to formal internal review and sign-off prior to issue.

### **Project Quality Control**

Quality is actively managed throughout the project lifecycle in accordance with the RIBA/LI Plan of Work, including:

- Project initiation: Scope definition, risk identification, and programme alignment
- Design development: Interdisciplinary coordination and design reviews
- Technical stages: Buildability checks, specification accuracy, and compliance review
- Pre-issue review: Senior-level review of all deliverables prior to client submission

Standardised procedures include:

- Drawing and document control protocols
- Coordination reviews with architects and consultants
- Design risk assessments and compliance checks
- Recorded design reviews and approvals

This structured approach ensures consistency, reduces errors, and supports efficient project delivery.

### **Risk Management**

Risk assessment is embedded at project inception and reviewed at key stages in accordance with the RIBA/LI Plan of Work. Project risks relating to programme, budget, design coordination, health & safety, environmental performance, and statutory compliance are identified, documented, and actively managed. Residual risks are clearly communicated to the client and wider team to support informed decision-making.

### **Performance Monitoring and Client Communication**

We establish measurable quality objectives and monitor performance through:

- Client feedback and satisfaction reviews
- Internal audits and project reviews
- Programme and deliverable tracking
- Review of non-conformities and corrective actions

Findings are reviewed at management level and used to inform improvements to procedures, resourcing, and delivery methods.

A formal **corrective and preventive action process (CAPA)** is in place to:

- Record and investigate issues
- Identify root causes
- Implement actions to prevent recurrence



## MA QA STATEMENT MARCH 2026

A clear and consistent communication to our clients is central to quality delivery. We provide clear transparency through defined reporting and project directory, regular progress updates aligned with programme milestones, meeting records and action tracking, early escalation of risks or issues.

### **Sustainability and Environmental Responsibility**

Sustainability principles underpin our design approach and operational practices. We integrate environmental best practice, climate resilience, biodiversity enhancement, and sustainable material specification into project delivery. Environmental performance considerations are embedded within project reviews and design audits.

A handwritten signature in black ink, appearing to read 'Glen Macfarlane', followed by a period. The signature is fluid and cursive, with a large initial 'G'.

Glen Macfarlane  
March 2026