Urbis Consulting Ltd T/A MDA Corporate Policy

Quality Policy

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Version 4	Sept 2026	Yearly audit	MD	
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Version 1	July 2018	First issued	AZ	

Quality Policy – Working towards ISO 9001:2015

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our clients, ensuring their long-term success, through the understanding of their needs and the needs of their clients as well
- Achieve our commitments for quality, cost and schedule
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and client surveys
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programmes and show strong management involvement and commitment

Urbis Consulting strives to be the best provider of architectural services in the industry, locally and nationally. Through the use of these guiding principles, everyone employed by or through Urbis Consulting is accountable for fully satisfying our clients by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is 100% client satisfaction 100% of the time.

Our Quality Management System (QMS) complies with all applicable requirements contained in the international organisation standard ISO 9001:2015. The aim of our QMS is to provide a framework for setting and achieving our quality objectives by controlling the processes surrounding the design, development and delivery of architectural services to our clients.

We measure client satisfaction through effective application of the QMS. The QMS also includes processes for its own continual improvement, and for the correction and future avoidance of non-conformities that may arise. We aim to be able to maintain our strategic direction as well as the provision of a high quality service. In order to do so, we aim to maintain the practice on a secure financial footing and to maximise staff retention so that our clients can benefit from the accumulated knowledge and experience of their projects that continuity of service makes possible.

For Urbis Consulting Ltd T/A MDA, Version 4 – September 2026
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