

# PROCEDURE, ETIQUETTE, DECORUM, PRACTICE, CONVENTIONS, RULES, SET OF RULES, MODUS OPERANDI, PROPERTIES, GOOD FORM, CODE OF BEHAVIOUR...

*Courtesy: GLA*

## Design Quality: Management Plans

06/05/2020

- **Design Quality Management Plans are designed to capture everything an organisation does in its practice to promote good design and ensure a quality outcome.** The GLA are reviewing their suggested template and will issue a process note to make this more widely available, including through UDL.
- **Key themes for those who have plans are top level full support; resourcing practice with the right number and skillset of staff; ensuring briefing and collaboration between parties engaged in the development and capturing learning through feedback.** This isn't ISO 9001 as it is about the quality of design. Embed and reinforce the design quality vision and back up with rewards for staff.
- **A plan template can be flexible and allows you to innovate** – think about using parameter plans and design codes; setting design quality requirements within a Development Agreement; having an Architect as a Board Member and establishing a Community Review Group.
- **Handing over control of design is a key area to watch** – pick your partner carefully and engage them as early as possible to set high expectations for quality. Retain the original Architect or if not in your control require they are kept on as a design certifier throughout construction.
- **Be curious about all aspects of design quality at all stages**, they all have a vital part to play in making great places.
- **The discussion at the end of the session raised the possibility of an informal networking group using zoom or similar to keep in touch**, to help manage design quality in your organisation and share reports, policies and other documents. If this would interest you please get in touch.

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**Speakers:**

Jamie Dean, GLA

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Andy Gatrell, Swan

**Attendees: 109**