Check it before it leaves the office.

What the office quality system is, which procedure and checklist you use for each job, how a check works, what happens when something fails, and how we measure ourselves.

1 What it is

One quality system for the whole office: every discipline (ARC, INT, LSC, STR, MEP, FLS) and every stage from the first enquiry to handover. It follows ISO 9001:2026 (published 16 September 2026). Three standards hold the rules; one folder holds the checklists you work with.

BBM-STD-96 Quality manual and policy: scope, process map, roles, ISO 9001:2026 clause map

BBM-STD-97 Procedures QP-01 to QP-15

BBM-STD-98 Quality objectives: 26 KPIs

PROJECT FLOW

Enquiry	Quality plan	Design + review	Issue	Authority	Site	Handover
QP-01	QP-02	QP-03 04 05 06	QP-08 10	QP-07	QP-09	QP-11 12

ALWAYS RUNNING

QP-11 nonconformity, corrective action, lessons · QP-12 client feedback · QP-13 internal audit · QP-14 management review · QP-15 subconsultants

The BIM and information checks (BBM-STD-68) are QP-08. They stay in their own checklist and are linked, never repeated.

2 The policy in one breath

We record what the client and the authority require before we commit, and decline work we cannot do well. Every output is checked by a competent person who did not produce it. All disciplines agree before an issue. We meet the green-building, fire and building codes of the plot as a minimum. We keep the evidence. We report errors early, fix their causes and share the lessons. We measure ourselves every quarter.

3 Find your job

When you are	Procedure	Checklist (07-QA-QC)	Sheets
answering an enquiry or RFP	QP-01 Proposals, go/no-go, contract review	03-PROPOSALS	Go-no-go, Scope and contract, Fee basis, Bid risk, Proposal QA
appointing a subconsultant	QP-15 Subconsultants and suppliers	03-PROPOSALS	Subconsultants
starting a project	QP-02 Project quality plan	09-AUDIT	Project quality plan
reviewing a discipline package	QP-03 Design review and verification	02-DESIGN-REVIEW	General + ARC, INT, LSC, STR, MEP, FLS
preparing a coordinated issue	QP-04 Coordination and constructability	02-DESIGN-REVIEW	Coordination, Constructability
writing or issuing the specification	QP-05 Specifications	04-SPECIFICATIONS	Set-up, Section content, Coordination, Sustainability, Issue
targeting a green rating	QP-06 Sustainability ratings	05-SUSTAINABILITY	Estidama design and construction, Al Sa'fat, LEED
submitting to an authority	QP-07 Authority submissions	06-SUBMISSIONS	Common, Dubai, Abu Dhabi, Civil Defence
issuing models and drawings	QP-08 Drawing and model issue (BBM-STD-68)	01-BIM	Model health … Issue sign-off
supervising on site	QP-09 Site supervision and inspections	07-SUPERVISION	Mobilisation, Submittals, Inspections, NCR and RFI, Completion
sending or receiving documents	QP-10 Document control	08-DOCUMENT-CONTROL	Register, Transmittals, Incoming, Records
finding an error or a complaint	QP-11, QP-12	09-AUDIT	NC and lessons, Client feedback
auditing or reviewing the system	QP-13, QP-14	09-AUDIT	Internal audit, Management review, KPI register

4 The green-building minimum of the plot

Abu Dhabi: Estidama Pearl

- All new buildings 1 Pearl; government-funded 2 Pearl.
- A Pearl Qualified Professional (PQP) runs design and construction ratings.
- Credit sections IDP, NS, LB, PW, RE, SM, IP; 2 Pearl = all mandatory + 60 points.
- Construction rating submitted 3 to 4 weeks after the completion certificate.

Dubai: Al Sa'fat 2nd edition

- Silver Sa'fa mandatory for all buildings; Gold and Platinum optional.
- Sections 300 Ecology, 400 Vitality, 500 Energy, 600 Water, 700 Materials and waste.
- Evidence goes into the building permit package.
- Silver valid 15 years (indefinite for private villa or industrial); Gold and Platinum 5 years.

5 Five steps, every time

Copy 1

Save the office checklist into the project QA folder (03.REPORTS), named to the project register. Never work in the office copy.

Fill the header 2

Project, package, revision, stage, checker, date on each sheet you use.

Check 3

Pass, Fail or NA per row. NA needs a reason. Use the "How to check" column; the "Pass criterion" is the test.

Read the status 4

Sign-off shows HOLD, INCOMPLETE or READY. One mandatory Fail holds the issue.

Sign and file 5

Producer, independent checker, QA/QC lead, approver. File it with the issue, submission or decision.

Every check row carries its ID (for example `DR-AR-03`), the BBM-STD clause behind it and the source standard it comes from. Checks marked Mandatory (crimson Y) must pass or carry an approved scoped exception.

6 When something fails

Do not

- issue, submit or certify with a mandatory Fail;
- fix it quietly and overwrite the evidence;
- close an NCR on site without re-inspection;
- average a score to hide one failure.

Do

- log it in the office NC log (QP-11): requirement, evidence, class NC-1/2/3;
- correct it and have it re-checked by someone else;
- for NC-1, repeats, authority rejections and complaints: find the cause, act, check later that it worked;
- write the lesson; systemic lessons change a standard or checklist.

7 Who does what

Role	Quality duty
`Practice director`	Owns the system and the policy; decides go/no-go; chairs the quarterly management review; promotes quality culture and ethical behaviour
`QA/QC lead`	Keeps the procedures, checklists, NC and lessons logs; runs audits; reports the KPIs
`Project director`	Approves the project quality plan, issues and stage gates
`Discipline leads`	Check their discipline (independent of the author); approve to share
`BIM Manager`	BIM and information quality (BBM-STD-68), standards, templates, training
`Supervising engineer`	Supervision plan, submittals, inspections, NCRs, completion approval
`Document controller`	Registers, transmittals, records

8 The KPIs that matter most

KPI	Indicator	Target
K-PR-01	Go/no-go signed before every bid	100%
K-DR-01	Issues released with a design review checklist and no mandatory Fail	100%
K-DR-03	Open S1 clashes in an issued zone	0
K-AU-01	Authority approval at first submission	80% or more
K-SU-01	Green-rating statutory minimum achieved	100%
K-SV-01	Site visit reports issued within 2 working days	95% or more
K-NC-01	NC-1 closed by the due date	90% or more
K-CL-02	Client satisfaction (1 to 5)	4.0 or more

All 26 KPIs, with formula, frequency, data source and owner: BBM-STD-98 and the KPI register sheet in 09-AUDIT. Every KPI is computed from a checklist or register that already exists.

9 ISO 9001:2026 in five lines

- Leaders must promote a **quality culture and ethical behaviour** (5.1.1), and staff must be aware of it (7.3).
- Risks and opportunities are handled **separately** (6.1.1 determine, 6.1.2 risks, 6.1.3 opportunities).
- Changes are planned with how their **effectiveness** will be monitored, communicated and reviewed (6.3).
- Every internal audit has **objectives**; management review covers changes in interested parties' needs (9.3.2).
- Certificates to the 2015 edition stop being valid after **30 September 2029** (Global ACI transition).

Something unclear or a check that is wrong? Tell the QA/QC lead. A checklist that does not fit real work is our mistake; it is changed through the standards register, never worked around.