



Quality Policy

The Restoration and Renewal (R&R) Delivery Authority is committed to delivering the highest standards of quality in the restoration and renewal of the Palace of Westminster. Our approach aligns with the overall strategic objectives of the Programme and is guided by the nine core assurance and quality principles defined in our Assurance and Quality Strategy. These principles ensure that we meet stakeholder expectations, preserve the historic integrity of the Palace, and deliver long-term value for money, all while adhering to the Restoration and Renewal Act 2019 and the Parliamentary Delivery Agreement (PDA). This policy outlines our commitment to applying risk-based, innovative, and effective quality practices to achieve the Programme's vision and strategic objectives.

Commitments/Objectives to Quality

Simplicity, Results, and Value	We are committed to using an Integrated Management System (IMS) to simplify and structure our first-line controls, enabling us to deliver consistently high-quality outputs while ensuring we create value. The IMS will serve as the single source of truth, ensuring that all teams work to the same standards, processes, and expectations. It will also drive accountability by making sure that every process is risk-based, transparent, traceable, and aligned with stakeholder requirements, helping us to reduce inefficiencies and deliver value effectively.
Quality Leadership	We will cultivate a culture where quality is everyone's responsibility and priority. Quality is embedded at all levels of the organisation, with the principle of "right-first-time" guiding everything we do. All team members are expected to lead by example, taking ownership of quality outcomes and continuously seeking improvement in their work, while ensuring that resources are used efficiently to minimise waste and rework.
Quality in Everything We Do	We will plan for quality from the outset, ensuring it is considered in every phase—whether in design, delivery, or corporate settings. By embedding quality upfront in our planning, processes, and risk-based decision-making, we will ensure that quality is proactive, not reactive. This approach will ensure that we deliver high-quality results while also maximising efficiency and minimising waste across all Programme activities.
Lasting Excellence	We are committed to developing and maintaining the highest levels of competency across the Programme. Through targeted training, continuous improvement, and benchmarking against industry best practices, we will ensure that all teams and functions operate at the highest standards. This focus on excellence will not only drive Programme success but will also help us to use resources wisely and deliver lasting value.

Applicability, Implementation, and Resources

This policy and its commitments apply to all activities within the Delivery Authority and its supply chain supporting the successful delivery of the R&R Programme. The Delivery Authority and its supply chain are expected to ensure that appropriate resources, competencies, and capacity are available to support the successful implementation of this policy. The policy will be regularly reviewed and updated to remain relevant and effective.

Tanya Coff
Interim Chief Executive Officer
24 October 2024