

Quality by Design

(March 2008) Building the scale of any company is one of the challenges Douglas Wallace have addressed at every stage of its expansion. Following two acquisitions in Belfast and London of high performance businesses, Douglas Wallace can now provide quality assured consultancy for clients, across its four offices, to equal standards. They have ensured that the scope of the quality standard has been extended to cover all of their offices.

Douglas Wallace have been accredited to the Quality Management System standard since 1997, and as the company have expanded over the past number of years organically and through these acquisitions, this commitment to quality management has been a key contributor to its success. They are currently the only architectural firm who are accredited to ISO 9001:2000.

CEO Hugh Wallace says that for 25 years the company has lived by a simple ethos. “We are passionate about design” he says. “That passion never fades. We are as meticulous about the fine detail as we are obsessive about the bigger picture. We have made that passion our business. Our Quality Management System gives the organisation a focal point for promoting best practice, enables creativity and continuous improvement whether that be from offices in Dublin, London, Belfast or Galway”

The company-wide quality registration helps to ensure consistency on projects, which may be utilising staff from numerous disciplines or offices within the company Douglas Wallace strive to provide appropriate and innovative architectural and design solutions, ensuring their professional implementation for the mutual success of clients and Douglas Wallace. They consider their Quality Management System as a driver for managing effective, global business operations. Our Quality Management System gives the organisation a focal point for promoting best practice and continuous improvement.

“Douglas Wallace’s reputation has been built on creativity and attention to detail”, says Douglas Wallace Quality Manager Graham Healy. “We set ourselves the highest standards, so our clients can expect more. All aspects of the business are quality assured. We are currently the only architectural firm who are accredited to ISO 9001:2000 through the CQAI/NSAI certification partnership in Ireland, developed to provide the construction industry with a sector-specific approach to certification to the quality management standard”

Douglas Wallace was founded in 1980 and has become one of Ireland’s foremost architecture, design and project management practices with offices in Dublin, Galway, Belfast and London. The company currently works for a portfolio of Irish, UK and International clients across Europe. The company is one of Ireland’s leading specialists in the strategy and creation of retail, leisure, living and working environments for business and for pleasure.

Douglas Wallace works for a portfolio of Irish, UK and International clients. Recent projects include The g Hotel Galway, Johnson’s Court Sligo, Brown Thomas, Scotch Hall Drogheda, the Eye Cinema Galway, The Morrison Hotel and Edward Square Donnybrook. The company is currently working on the redevelopment of Bow Street Magistrates Court in London, Floreasca Shopping Centre in Bucharest and Queensmere and Observatory in Slough.

The firm’s UK clients also include Harrods, Bang & Olufsen, London Town Hotels, Debenhams, Habitat, Bradford and Bingley, Gap Holdings and Starbucks among others. The company is also engaged in the design of high quality residential and mixed use developments in Eastern Europe.

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