Quality Assurance policy statement

Keltbray is committed to maintaining an effective business management system (BMS) that meets the requirements of ISO 9001 Quality Management Systems, ensuring a culture of positive compliance and assurance throughout all our activities.

The aim of this policy is to deliver services in a manner that conforms to contractual and statutory requirements, while continuously measuring and improving our offerings to exceed the needs and expectations of clients and other interested parties.

Ensuring technical quality, competence, safety, and process assurance is fundamental to all work undertaken by Keltbray.

Key Principles:

1. Customer Focus: Our customers are our top priority. We will understand their needs, expectations, and feedback to provide products and services that satisfy their requirements.
2. CDE Implementation: We recognise the importance of efficient and collaborative project management. We will implement a Common Data Environment (CDE) to enhance data sharing, version control, and document management for better project coordination and information flow.
3. Process Approach: We will adopt a process approach to our operations, focusing on clear workflows, standardisation, and continuous evaluation to optimise efficiency and minimise errors.
4. Risk-Based Thinking: We will proactively identify potential risks that may impact our quality objectives and implement preventive measures to mitigate these risks effectively.
5. Non-Conformance Process: Our non-conformance process will be robust and comprehensive. Any non-conformances identified will be promptly documented, investigated, and analysed to identify root causes and implement corrective actions to prevent recurrence.
6. Training and Competence: Our employees will receive appropriate training and support to perform their tasks competently. We will promote a culture of continuous learning and improvement.
7. Supplier Quality: We will engage with reputable suppliers and contractors who share our commitment to quality. Regular evaluations and performance assessments will be conducted to maintain high-quality standards throughout the supply chain.
8. Data Security: We will implement stringent data security measures to safeguard confidential and sensitive information, both internally and in our CDE.
9. Continuous Improvement: Quality improvement is an ongoing process. We will regularly review our quality objectives, performance metrics, and customer feedback to drive continuous improvement in all areas of our business.
10. Compliance: Our operations will fully comply with applicable laws, regulations, and industry standards related to quality assurance.
11. Customer Satisfaction: We will measure and monitor customer satisfaction levels to identify areas for improvement and ensure that our products and services consistently meet customer expectations.
12. Leadership and Accountability: Senior management will provide leadership and demonstrate their commitment to quality. They will be accountable for the effectiveness and continual improvement of the Quality Management System.

Keltbray is aiming to define our position in the marketplace as a leader in our field and understanding how legal, political, economic, social, and technological factors influence our strategic direction and organisational context.

We identify, analyse, monitor, and review factors that may impact our ability to satisfy customers and stakeholders, as well as factors that may adversely affect process stability or BMS integrity.



Peter Burnside
Chief Executive Officer

Last review date: June 2026
Next review date: June 2027