

Quality Policy Statement

Osborne Engineering Ltd is a multi-site organisation, with capabilities to design /develop, manufacture and refurbish whitemetal lined components, including the provision of associated failure analysis. Member sites can also manufacture and refurbish gas turbine components and rotating equipment. The UK and Dubai sites provide training associated with the operation and maintenance of gas turbines, rotating equipment and whitemetal lined components. Training is also offered to cover health & safety and management skills. Training is accredited in the UK by BAC and in Dubai by ILM and ACTVET.

The multi-site quality management system is compliant with the requirements of ISO9001:2015 and top management policy is to commit to customer focus by ensuring that all applicable customer and regulatory requirements and national training accreditation standards are met. OEL also considers and reviews the requirements placed upon its supplier base, internal and external, which can directly impact the deliverables to its customers. This policy is communicated to and implemented throughout the Group and maintained and reviewed regularly by top management at Management Reviews for continuing applicability. The latter is part of the continuous improvement programme established within the organisation's culture and most aspects of the QMS are integrated within the business' ERP system.

OEL top management promotes the QMS, the process approach and risk-based thinking, where applicable. The concept of risk analysis is fundamental in most organisations and OEL have adopted a structured approach to considering the risks involved with new products, materials, processes and high value orders.

The targets for improvement of the quality system, products and processes and overall business performance criteria are expressed within the business objectives and measured via monthly KPIs.

Finally, the views expressed by our customers are constantly being monitored and incorporated within the QMS, where applicable, and this can provide the greatest objective measurement of the companies performance.



Group Technical Services Director

Rahul Hazra