



Learn how Al Khayyat Contracting & Trading (KCT) has used an Integrated Management System to increase business efficiency and demonstrate industry best practice

**'PAS 99 shows the world that you're meeting all your responsibilities, as well as giving confidence to customers, suppliers, investors and stakeholders. Even more importantly, it helps you unite your business behind a common purpose. It's evidence of KCT's continuous efforts and commitment to best practices'**

**- Moutaz Al- Khayyat, CEO  
Al Khayyat Contracting & Trading**

#### Customer Objectives

- Streamline the business and have one management system in place
- Clear communications between departments
- Create one set of processes that covers all the organizations activities
- Differentiate themselves from competitors
- Improve performance and efficiency
- Reduce Health and Safety incidents
- Minimize environmental impact

#### Customer Benefits

- Improved health and safety for all employees
- Clear policies and procedures
- Demonstration of industry best practice
- Enhanced internal and external communication
- More management time for continual improvement
- Reduced costs
- Better environmental and energy efficiencies

## Customer Background

Al Khayyat Contracting and Trading (KCT) is a general construction company, which has emerged as a key construction contractor in Qatar with visionary leadership and highly experienced management. Its primary mission is to translate its vast professional expertise into construction landmarks within the potential of Qatari emerging markets by providing the highest level of integrity, innovative solutions, and continuous client support.

KCT initiates fast-track design and project methods that provide shorter delivery timelines. This is achieved by overlapping functions of job design, procurement and construction processes. The result is that projects are handed over in a shorter period of time and at a reduced cost as opposed to conventional construction programs. KCT's infrastructure of 3,250 professionals and 8,000 tradesmen, position them to provide trained resources immediately and consistently to meet demanding schedules.

### Why certification

KCT believes that evidence of continual improvement in the areas of quality, environment and health and safety is a powerful message to its customers and underlines the core brand values of the business. A major driving force in developing an Integrated Management System, PAS 99, was the need to improve



the efficiency and effectiveness of processes and procedures within their organisation. 'We wanted to reduce our processes and procedures, reduce duplication and bureaucracy, and create an integrated streamlined system, which would eventually reduce our overall costs.'

**- Moutaz Al- Khayyat, CEO  
Al Khayyat Contracting & Trading**

A single integrated management system with a holistic set of documentation, policies and procedures was needed to increase efficiency, reduce triplication and 'manage change' better. The aim is to simply improve the services to customers as well as internal and external auditing processes. KCT recognised and believed this model would improve their business performance; effectively managing businesses risks and align its operations to an international benchmark.

### Implementation Process

KCT is a relatively new company in the region, but with significant investment they were able to expand rapidly, leading to an influx of employees and a large work force. While KCT were in the early stages of growth they faced a number of challenges with PAS 99 implementation. This involved new processes, additional activities and tasks, which had to be performed on a daily basis in order to meet the requirements of the standard.

'We realised very quickly that management commitment was the key to implementing a PAS 99 management system. One of the first activities that we initiated was a training program across the organisation followed by several internal audits. This allowed us to carry out a Gap Analysis before the initial assessment. This process helped us identify areas that needed additional work.'

**- Salim Jarrar, General Director / Manager  
Al Khayyat Contracting & Trading**



## Benefits

An integrated management system such as that described in PAS 99 is designed to optimise operational performance and ensure compliance in strategic areas of a business. Implementing PAS 99 has allowed KCT to identify areas for development within its organization. It has helped them to monitor and review their processes regularly, which has allowed them to set clearer objectives and see some very tangible improvements.

In less than a year KCT started to experience the benefits of an integrated management system and employees now have a greater understanding of PAS 99. Benefits include increased efficiency,

clearer communication across departments and reduced costs.

When KCT took on this transition their main aims were to create a future free from accidents and injuries in the workplace and make a commitment to the protection of the environment. 'Employees have become more aware of our environmental policies and as a business we are achieving our targets in this area. We have also noticed increased interest from both existing and potential clients. Environmental performance is an ongoing priority which has been achieved by adhering to ISO 14001, which is operated in conjunction with the Al Khayyat Contracting and Trading Sustainable Development Policy'.

**- Salim Jarrar, General Director / Manager  
Al Khayyat Contracting & Trading**

Holding multiple standards is a powerful sales tool for KCT and due to a smoother operating process they have been able to win more contracts. Having an integrated management system in place is in line with the Qatar National Vision 2030, their ethos being to provide high-quality products and services to its customers worldwide.

## The Future (Next Steps)

KCT's aim is to continually improve their integrated management system, so that they can continue to reduce their risks and environmental footprint. The valuable input they receive from BSI on an on-going basis helps them in their drive for performance improvement and customer satisfaction.



"BSI are pleased to see that KCT have chosen to integrate their systems using the PAS 99 guidelines and that they value their business relationship with BSI".

- **Theuns Kotzé, Managing Director**  
**BSI Middle East and Africa**

BSI helped provide a clearer understanding of what KCT's responsibilities were and how taking ownership of the process was to be approached. They equipped KCT for the process by providing them with Lead Auditor, Lead Implementer and Internal Auditor training courses.



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