

BBA Quality Control Specification

The BBA requires that all products or systems considered for approval be manufactured or installed in an environment which delivers products to a pre-defined standard and at a consistent level. Frequently this will require a management system based upon the International Standard ISO 9000. It is believed that a manufacturer who holds ISO 9000 certification by a UKAS accredited body will not need to add to their quality system.

For other companies we require conformance with a simpler set of criteria, defined in this document, which focus on the key elements that we believe are essential for assuring quality.

You may choose to include all your business activities within the scope of your Quality Management System. The BBA assessment will only deal with the elements of the Quality Management System relating to manufacture of the product(s) which are the subject of the assessment and/or certification process.

Criteria

Competence — Your Company shall maintain a register of persons competent to undertake defined tasks.

Complaints — Your Company shall record all customer complaints (commercial, technical, those received in writing and verbal statements of dissatisfaction from customers and enquirers), and take appropriate corrective and preventative actions to address, and retain records, of such.

Purchasing — Your Company shall control the selection and use of suppliers and purchase goods against documented specifications for all materials or components used in the finished product.

Manufacturing controls — Your Company shall formulate and issue suitable instructions and training to staff to ensure that products meet a consistent and defined standard. Documentation shall also detail the levels of process control, including acceptance criteria required to demonstrate compliance with those standards. Where appropriate, the documents shall be detailed in the BBA Quality Plan.

Identification — Your Company shall identify the product (by name, specification and/or unique number) throughout all stages of production and despatch. Products that are awaiting test, or have been tested and failed, shall be clearly identifiable (by location or otherwise) to prevent release to customers.

Traceability — The finished product shall be traceable to the date, or batch, of production, and where required (by law, the BBA Certificate or by you) the product shall be traceable back to the component raw materials.

Testing and inspection — Your Company shall declare and undertake sufficient regular testing to demonstrate that production meets the required specification and shall produce and maintain records of such testing. These shall be referenced in the BBA Agreed Quality Plan and shall be used for future surveillance during the lifetime of any approval issued.

Calibration — Measuring and test equipment and, as appropriate, manufacturing equipment, used to verify compliance with the product specification, shall be of sufficient accuracy to confirm compliance. Where appropriate, equipment shall be clearly identified, calibrated and traceable to national standards.

Internal auditing — Periodically your management shall assess the appropriateness of your procedures to ensure that they are being followed and achieving their objectives.

Records — The Company shall hold records of:

- Competence and training
- Complaints, and resulting action(s)
- Manufacture
- Test and inspection (including non compliance)
- Calibration
- Internal audits.

Additional Considerations

Many companies achieve great value by extending their management system to achieve compliance with ISO 9000; we recommend that you consider these important elements.

Management review — Your management should carry out a regular critical review of the processes and procedures of the company, including analysis of customer complaints, internal audits, nonconformities, and take action for the future.

Corrective action — At its simplest level, your management should make an appraisal of how problems have occurred and what can be done proactively to prevent them recurring.