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Product Excellence Programme



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PRODUCT APPROVAL

AUDIT INSPECTION

TEST SERVICES





BBA Product Excellence Programme

A welcome reassurance for industry specifiers and decision makers

Objectives of the Product Excellence Programme (PEP)

BBA PEP has been introduced to reassure specifiers, designers and users that BBA Certified products match agreed specifications on an ongoing basis.

What this means for our clients is that they can:

- Provide additional reassurance of product performance to specifiers, government, insurers, lenders and customers
- Demonstrate enhanced product integrity to their clients on an ongoing basis

How does the PEP programme work in practice?

Currently BBA Management Systems Auditors visit our clients' manufacturing facilities every 6 months to ensure that BBA Certified products continue to be manufactured in line with our agreed quality plan.

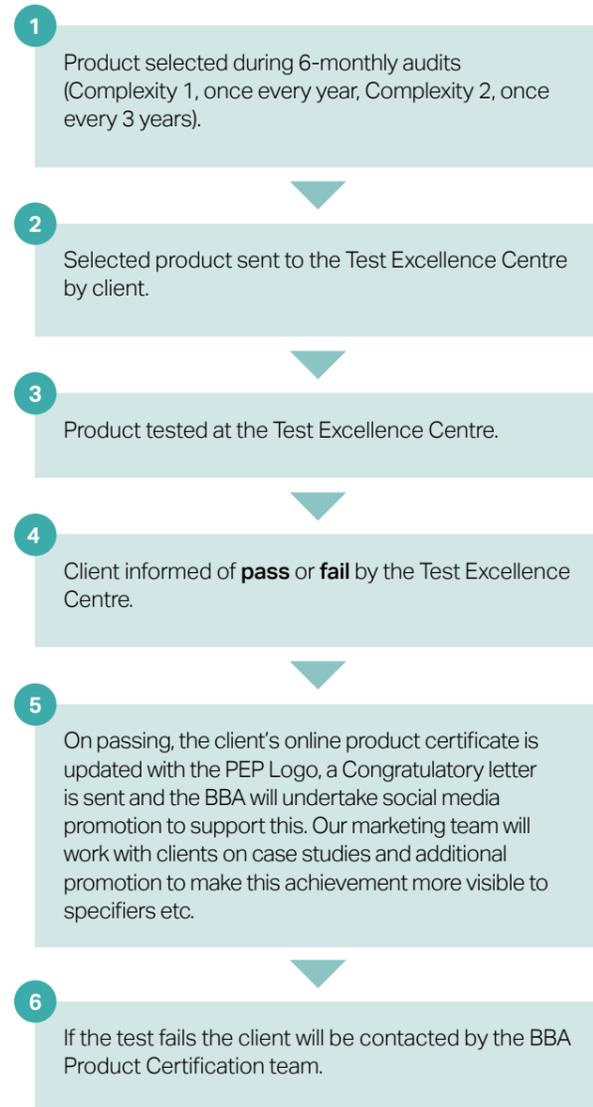
In addition to this 6-monthly review program, the BBA will now **physically test products** either annually or triennially depending on the complexity of the product.

- **Complexity 1 Products** - are products which possess fire or structural type characteristics; these will be tested annually.
- **Complexity 2 Products** - are products which DO NOT possess fire or structural type characteristics; these will be tested triennially.

How will product samples be selected?

Samples will be selected at random from warehouse stock, annually or triennially during routine visits. When a sample has been selected by a BBA Management Systems Auditor, clients will have to securely pack the product to safeguard against damage in transit (identifying labels or markings **must not** be removed) and send it to the BBA **Test Excellence Centre** facility in Watford.

PEP Process flow



“The main objective of BBA’s PEP is to continue driving improvements in the services we provide to the industry, and we have not faltered in this mission”.

— **Alvaro Enguita-Gonzalez**
Head of Test Services

When the BBA receives the sample, an indicative characteristic of the product will be tested. Clients will be informed if they have either passed or failed the test. Products tested which fail to match the agreed specifications will be subject to immediate further investigation to determine the source of failure. Companies unable to ultimately address the source of failure will have their BBA Certificate suspended.

To find out more about the timings of tests to be undertaken, contact BBA Test Excellence Centre at testing@bbacerts.co.uk or call on 01923 665300.

Considerations for new products

All new products certified by the BBA after the 27th July 2018 that are not annually tested under another BBA scheme, will be enrolled into the BBA Product Excellence Programme. Contracts will reflect this status as well as specifying the complexity of the product.

Considerations for existing products

All existing products that are not annually tested under another BBA scheme, will get the opportunity to be enrolled into BBA PEP from the 27th of July 2018, however clients will be given the option to submit test results either annually or triennially depending on their products complexity from other UKAS approved test facilities. The BBA will make a nominal charge for checking these results and updating the records to show the product has been tested.

Clients can find out more about this scheme on the **PEP FAQ** page on the BBA website: www.bbacerts.co.uk/test-services/product-excellence-programme-faq.

How much will it cost to be part of BBA PEP?

The costs will vary depending on the product being tested. Please refer to the FAQ for further details.

About the BBA

The BBA is the UK’s leading construction products accreditation body and is internationally recognised. Specifiers and designers routinely ask for BBA Certification knowing that associated products will have been subject to rigorous assessment and an ongoing quality assessment programme. With over 50 years’ experience, we have led the way in testing and certification, and issued over 5000 BBA Agrément, HAPAS and ISO certificates.

Ongoing Excellence

For the BBA, the Product Excellence Programme is part of the continuous drive for excellence in the construction industry. To enhance customer confidence, it is important for us as an industry to continually look for ways to improve and measure performance.

The creation of PEP is part of the BBA’s ongoing mission to ensure that the market has access to products and services that they can trust.

