

To establish ongoing product conformity, the BBA agree with the manufacturer on a detailed product specification and method of production, documented as the BBA Quality Plan. This approach ensures that the product is manufactured consistently and that the performance assessed during evaluation is maintained throughout production. Completing the Quality Plan is therefore essential to formalise these requirements and provides a clear framework for quality assurance, supporting both regulatory compliance and customer confidence.

For clarification, please note that the BBA Certificate holder is not necessarily the manufacturer.

During the assessment process, the manufacturer completes a Quality Plan template. The template includes additional guidance under each section heading.

Guidance on completion

The Quality Plan describes the production process, including the raw materials used, quality control procedures, testing, packaging and labelling. It also contains information on the aspects of the manufacturer's quality system that directly impinge on the product quality, such as calibration, training and complaints. It is split into a number of sections and guidance is given under each heading as to the type of information required for each.



If more than one BBA-approved product is manufactured at a particular site, they may be covered on a single Quality Plan, or they may be on a separate Quality Plan, depending on how similar the products are.

The quantity of information appropriate to our assessment will vary by product. The spaces left for completion throughout the document are not intended to indicate how much detail is required and the manufacturer may need more or less space in each section. Please complete as fully as possible and the BBA will contact the manufacturer directly should further information be required. The headings under which information is required are:

- Product name
- Product range
- Production location
- Purchasing data and receiving inspection and testing
- Product identification and traceability
- Method of production and process control
- In-process inspection and testing
- Final inspection and testing
- Calibration
- Packaging
- Labelling
- Use of the BBA symbol
- Training
- Complaints.

For some product approval schemes, there may be additional sections in the Quality Plan template.

Agreed Quality Plan (AQP)

The Quality Plan is exchanged between the BBA and the manufacturer in various draft formats before it is signed by both parties as an Agreed Quality Plan.

When the Certificate is issued, we will share an electronic copy of the Agreed Quality Plan (via a link in an automated email) with the manufacturer to keep for their records. A copy will be shared with our Inspection Department to use as the basis of future visits.

Guidance on Sharing a Quality Plan

To ensure the security of sensitive information, access to a Quality Plan is protected by two-factor authentication. Implementing robust security measures is essential to prevent unauthorised access and to safeguard confidential data throughout the process. The following provides guidance on the steps a manufacturer must follow to access the Quality Plan securely and efficiently.

1. When a Quality Plan document is shared with a manufacturer by the appropriate BBA workstream (i.e. BBA Materials, BBA Structures & Building), an automated email (See Figure 1) is sent to the agreed contact email address.

The email will look like this:

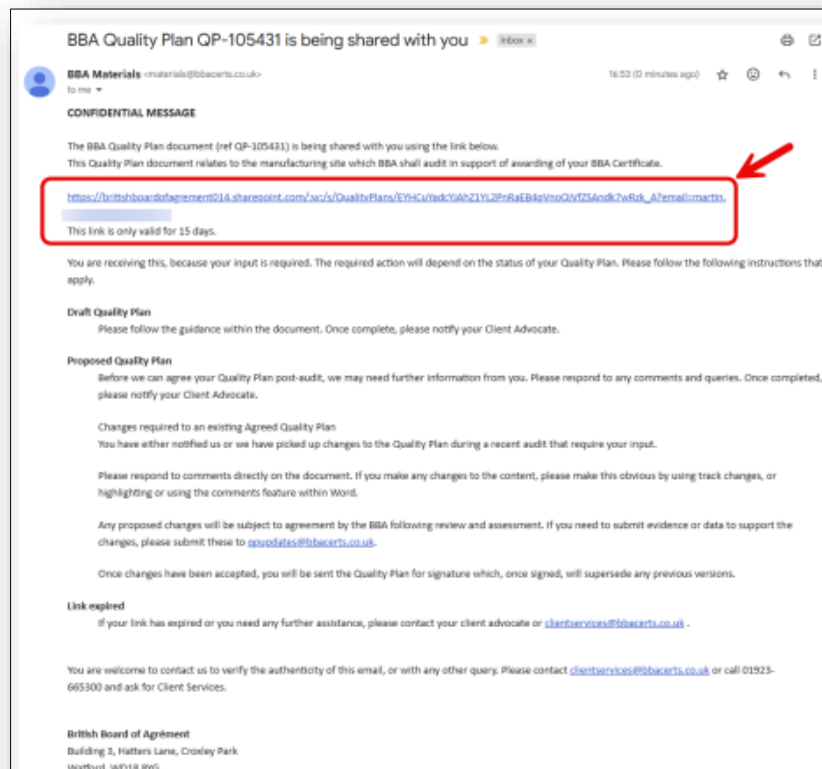


Figure 1 - Email Notification

2. Click the link to access the Quality Plan document (see the link circled in red above).

3. A 'Request Verification Code' notification box (see Figure 2) will appear with an invitation to request an access code. Click the button 'Send Code' to send it to the same email address.

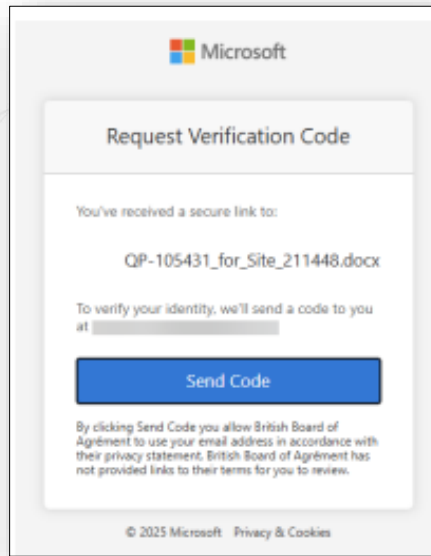


Figure 2 - Verification Code Request

4. In order to verify the identity of the manufacturer, a second email will be sent which includes a verification code (See Figure 3).

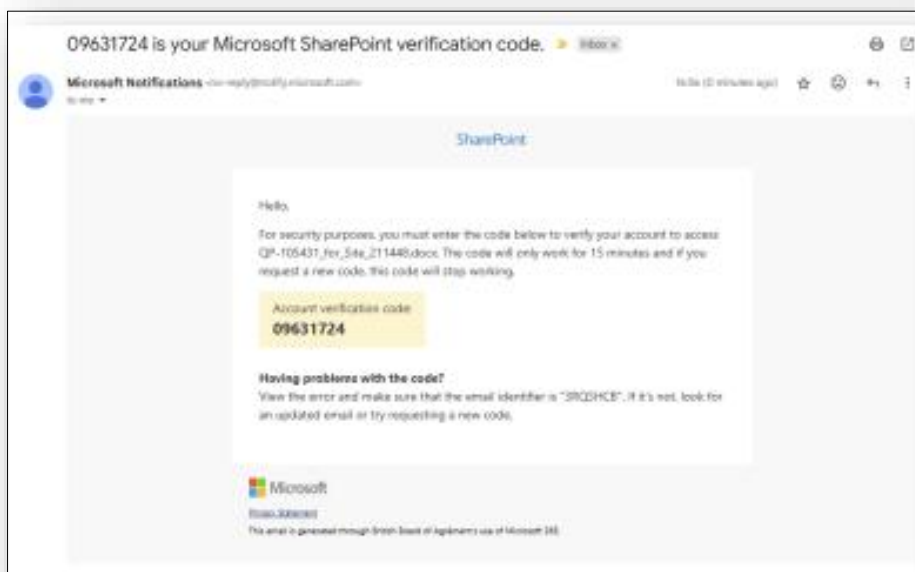


Figure 3 - Email of verification code

Note: the code shown is an example verification code. This code will change every time a verification code is requested.

5. Enter the verification code into the web page (See Figure 4). Click **Verify**.

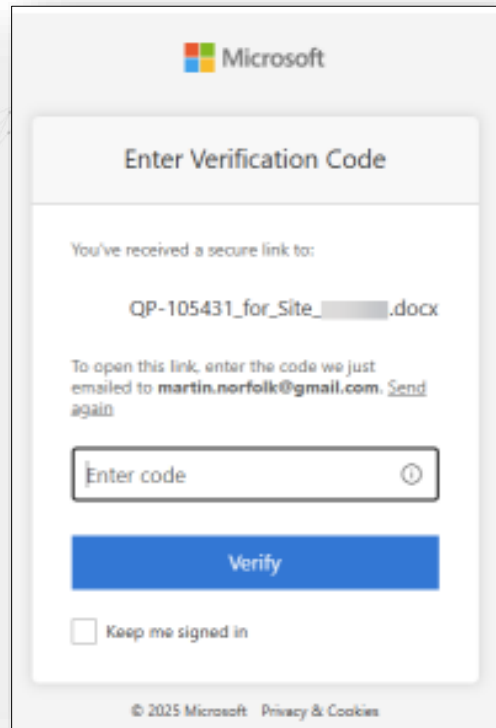


Figure 4 - Enter verification code

6. The Quality Plan document will open within the web page (See Figure 5).

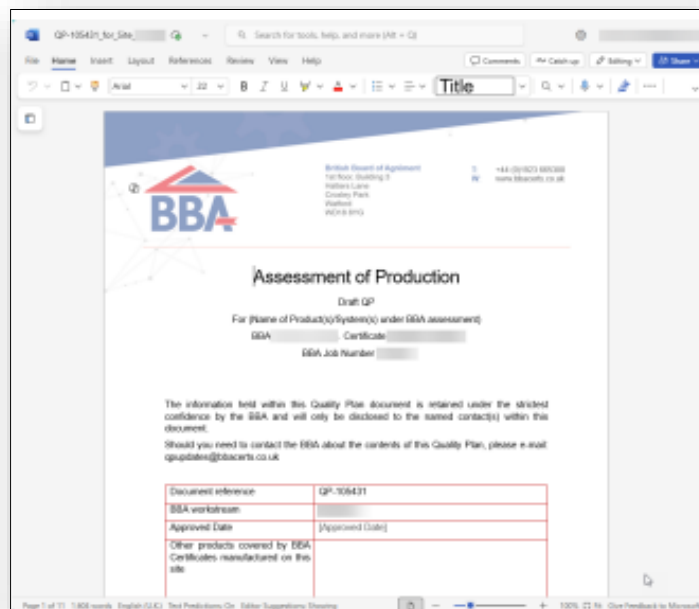


Figure 5 - Quality Plan document

7. Once the content is complete or subsequently updated, the document is ready to be signed. An invitation to review and sign the document will be sent from powerautomate@bbacerts.co.uk. The document must be signed on the signature page (See Figure 6)

Signatures	
BBA Certificate(s):	[Cert No]
Approved By:	[AQP Approver]
Approved Date:	[Approved Date]
Quality policy:	
<p>We undertake to have the product produced and placed on the market as described above. We will advise the BBA by email to qpupdates@bbacerts.co.uk of any changes and receive agreement from the BBA before the changes are implemented.</p> <p>(Strike-through will be removed when the Quality Plan is agreed)</p>	
Signature:	
Print name:	
Title:	
Date:	

Figure 6 – Quality Plan signature page.

8. Once signed, a PDF version will be generated for the manufacturer to keep for their records.

Distribution

Quality plan documents may be shared with up to three manufacturer email addresses. No copies shall be issued to any other parties – including the Certificate Holder – unless explicit written permission is provided by the manufacturer.

All permission must be given in writing. If a manufacturer’s contact details change, the Certificate Holder or manufacturer must notify the BBA as soon as possible to ensure that all records remain accurate and traceable. All changes must be submitted in writing to qpupdates@bbacerts.co.uk

Future changes

If the Certificate holder or the manufacturer intends to make changes to the approved product, or the process by which it is manufactured, as described in the AQP, then it is vitally important that the BBA are advised in advance. The BBA will then consider the proposed changes on a case-by-case basis, advise on any required actions, and update the AQP as appropriate. The AQP will be updated by the BBA to reflect any agreed changes. If changes are not approved by the BBA in advance, the product approval may become invalid.

Manufacturers often produce more than one product and may therefore work with several different quality plans at the same time. It is essential that manufacturers ensure they are referring to the correct plan for the specific product before proceeding. Any modifications must be applied to the correct plan to safeguard accuracy, maintain traceability and protect confidentiality.

Confidentiality

All Quality Plans are confidential and shall be treated as commercially sensitive information. Quality plans shall not be disclosed, copied, or distributed to third parties without prior written consent from the manufacturer, except where disclosure is required by law or accreditation bodies. Both the BBA and manufacturers shall maintain appropriate controls to ensure the secure storage, transmission, and retention of Quality Plans throughout their lifecycle, and shall promptly notify the relevant parties of any actual or suspected breach of confidentiality.

The manufacturer can be assured that any information or data that they disclose in the Quality Plan will be held in the strictest confidence.

For more information contact our Client Services team at:

E: QPupdates@bbacerts.co.uk,

T: 01923 665300.

See also: Datasheet 10: Assessment and Surveillance of Production.

Note: This document may be revised from time to time, for example to take account of improvements and amendments to test and assessment methods and material innovations. Readers are advised to contact the British Board of Agrément to check the latest edition via the following contact methods:

Tel: 01923 665300

e-mail: clientservices@bbacerts.co.uk