DATASHEET NO 32
COMPLETION OF A QUALITY PLAN

(17-06-032 Iss 10)

Client guidance: This document gives guidance on the completion of a Quality Plan document which includes detail on what the required content is, instruction on how the document is controlled, shared and signed.

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

PURPOSE OF A QUALITY PLAN

The BBA Quality Plan sets out the agreed product specification, manufacturing method and quality controls for a certified product. It helps ensure that the product supplied to the market continues to match the performance assessed during evaluation. Completing the Quality Plan fully and accurately gives both the manufacturer and the BBA a clear basis for quality assurance, supports regulatory compliance, and provides confidence to customers and other stakeholders.

HOW TO COMPLETE THE QUALITY PLAN

During the assessment process, the manufacturer completes the Draft Quality Plan (DQP) template. Guidance is provided under each section heading to explain what information should be included.

The Quality Plan records how the product is made and controlled. This includes raw materials, production stages, inspection and testing, packaging, labelling, and other quality system controls that directly affect product conformity, such as calibration, training and complaints handling. The template is divided into sections, with guidance under each heading to help the manufacturer provide the information needed for assessment.

Where more than one BBA-approved product is manufactured at the same site, the products may be covered by one Quality Plan or by separate Quality Plans, depending on how similar the products and production arrangements are.

The level of detail needed will vary depending on the product and manufacturing process. The space provided in the template is only a guide and does not indicate the amount of detail expected. Please complete each section as fully and clearly as possible. If any additional information is needed, the BBA will contact the manufacturer directly. The main headings are listed below:

- 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.

PROPOSED QUALITY PLAN (PQP) AND AGREED QUALITY PLAN (AQP)

Before it is finalised, the Quality Plan may be shared between the BBA and the manufacturer in several draft versions. The Proposed Quality Plan is the version that is used as a basis for an initial audit.

Once a visit has been satisfactorily completed and the content has been agreed by both parties and signed, it becomes the Agreed Quality Plan (AQP).

When the Certificate is issued, an electronic copy (PDF) of the Agreed Quality Plan will be shared with the manufacturer for their records. This document will be used by the BBA Inspection Department, as the basis for future inspection visits.

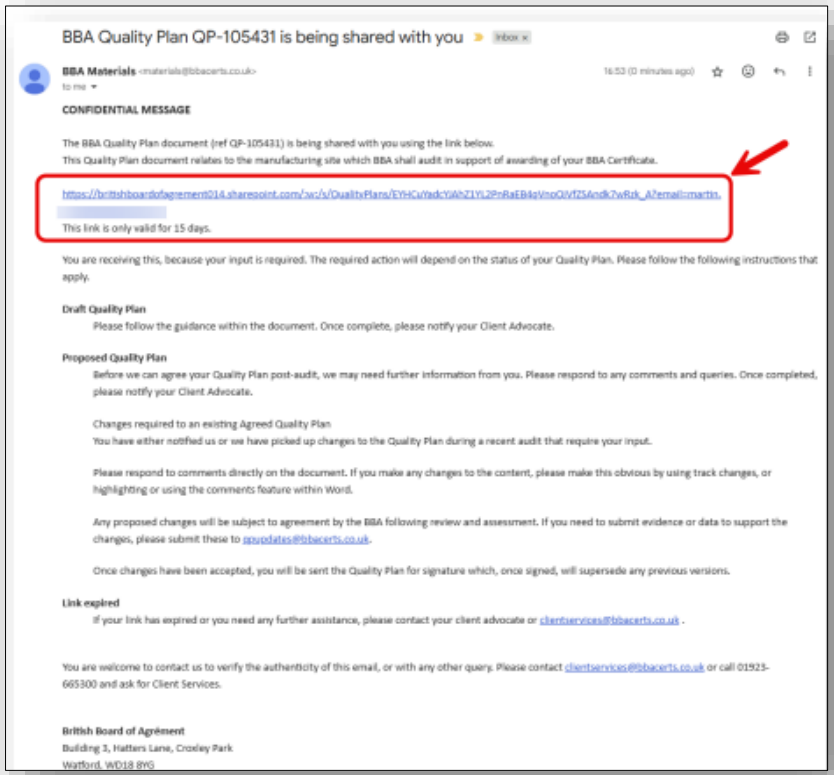
HOW TO ACCESS A SHARED QUALITY PLAN

BBA Quality Plans are housed in the BBA's digital Quality Plan Database, giving our manufacturer clients a secure, collaborative platform to manage these key documents.

Quality Plans contain commercially sensitive information, so access is protected by two-factor authentication. The steps below explain how the manufacturer can access the document securely.

1. When a Quality Plan is shared by the relevant BBA workstream, an automated email is sent to the agreed contact email address (see Figure 1).

   The email will look like this:


BBA Quality Plan QP-105431 is being shared with you

BBA Materials

CONFIDENTIAL MESSAGE

The BBA Quality Plan document (ref QP-105431) is being shared with you using the link below.
This Quality Plan document relates to the manufacturing site which BBA shall audit in support of awarding of your BBA Certificate.

This link is only valid for 15 days.

You are receiving this, because your input is required. The required action will depend on the status of your Quality Plan. Please follow the following instructions that apply.

Draft Quality Plan
Please follow the guidance within the document. Once complete, please notify your Client Advocate.

Proposed Quality Plan
Before we can agree your Quality Plan post-audit, we may need further information from you. Please respond to any comments and queries. Once completed, please notify your Client Advocate.

Changes required to an existing Agreed Quality Plan
You have either notified us or we have picked up changes to the Quality Plan during a recent audit that require your input.

Please respond to comments directly on the document. If you make any changes to the content, please make this obvious by using track changes, or highlighting or using the comments feature within Word.

Any proposed changes will be subject to agreement by the BBA following review and assessment. If you need to submit evidence or data to support the changes, please submit these to qpupdates@bbacerts.co.uk.

Once changes have been accepted, you will be sent the Quality Plan for signature which, once signed, will supersede any previous versions.

Link expired
If your link has expired or you need any further assistance, please contact your client advocate or clientservices@bbacerts.co.uk .

You are welcome to contact us to verify the authenticity of this email, or with any other query. Please contact clientservices@bbacerts.co.uk or call 01923-665300 and ask for Client Services.

British Board of Agrément
Building 3, Hatters Lane, Croxley Park
Watford, WD18 8YG

Figure 1 - Email Notification

2. Select the link in the email to open the Quality Plan.
3. A request verification code message will appear (see Figure 2). Select Send Code to have the code sent to the same email address.

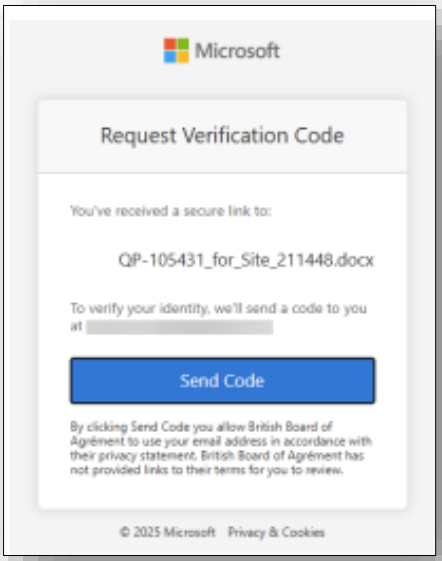


Figure 2 - Verification Code Request

4. A second email will then be sent containing the verification code needed to confirm access (see Figure 3).

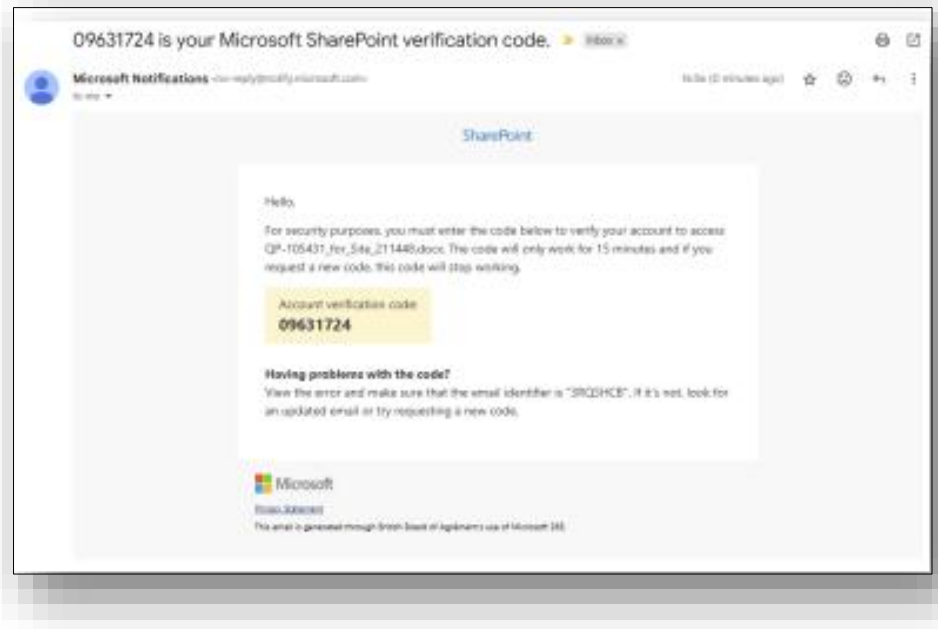


Figure 3 - Email of verification code

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), then select Verify.

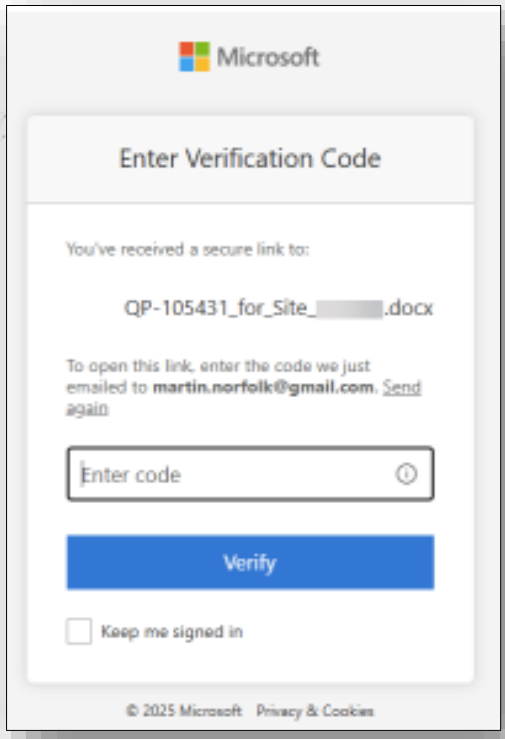


Figure 4 - Enter verification code

6. The Quality Plan will then open in the web page (see Figure 5). Please make any edits on the shared version of the document, downloaded versions will not be accepted. Comments can be added and text can be highlighted as required to show any changes.

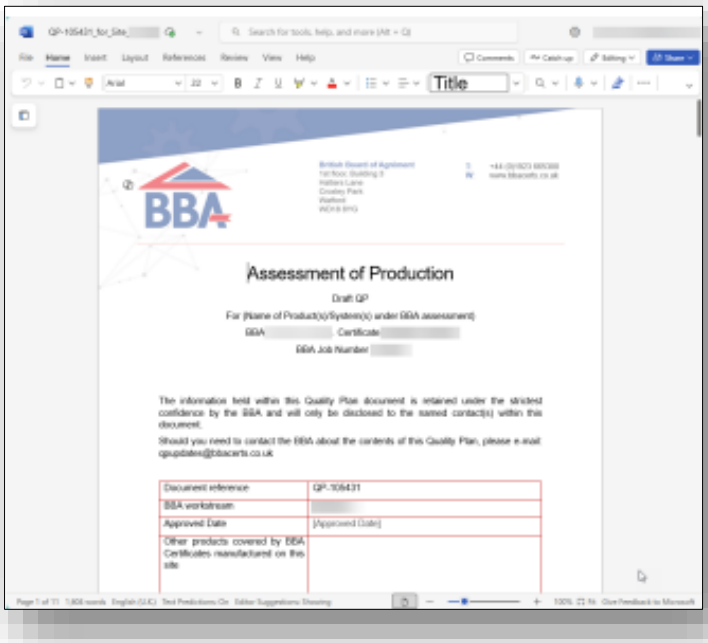


Figure 5 - Quality Plan document

7. The link is only valid for 15 days. If the link has expired, please contact qpupdates@bbacerts.co.uk. Please notify us once you have entered the content or made any changes via the workstream inbox.

SIGNATURE PROCESS

8. Once the content has been completed or updated, the document is ready for signature. An invitation to review and sign the document will be sent from mail@SignNow.com to the main contact named in the Quality Plan (see Figure 6).

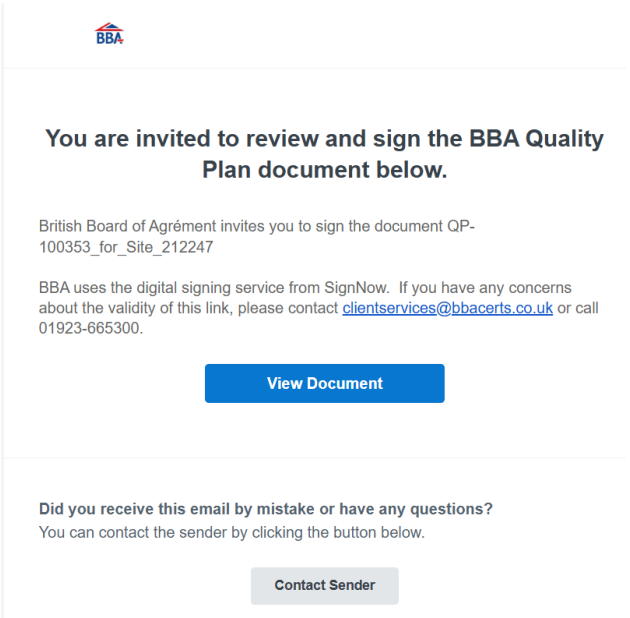


Figure 6 – Invitation to sign

9. The document must be signed on the signature page (see Figure 7).

Signatures

BBA Certificate(s):	[Cert No]
Approved By:	[AQP Approver]
Approved Date:	[Approved Date]

Quality policy:

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.

(Strike-through will be removed when the Quality Plan is agreed)

Signature:	
Print name:	
Title:	
Date:	

Figure 7 – Quality Plan signature page.

10. Once signed, a PDF copy is generated for the manufacturer's records and sent to the contact identified as the main contact in the Quality Plan document.

DISTRIBUTION

The Word version of the Quality Plan may be shared with up to three manufacturer email addresses. It will not be issued to any other parties, including the Certificate Holder, unless the manufacturer gives explicit written permission.

The main contact is responsible for signing the document and receiving the final Agreed Quality Plan PDF. Contacts 2 and 3 may contribute to the content of the working Word version.

All permissions must be provided in writing. If a manufacturer's contact details change, the Certificate Holder or manufacturer must notify the BBA as soon as possible, so records remain accurate and traceable. Changes must be submitted in writing to QPupdates@bbacerts.co.uk.

FUTURE CHANGES

If the Certificate Holder or manufacturer plans to change the approved product or the manufacturing process described in the AQP, the BBA must be informed in advance. We will review the proposed change, advise on any actions needed, and update the AQP where appropriate. If changes are made without prior BBA agreement, the product approval may become invalid. Changes must be submitted in writing to QPupdates@bbacerts.co.uk,

Manufacturers often manage several products and therefore several Quality Plans at the same time. It is important to refer to the correct plan for the relevant product before making any updates. This helps maintain accuracy, traceability and confidentiality.

CONFIDENTIALITY

All Quality Plans are confidential and should be treated as commercially sensitive information. They must not be disclosed, copied or distributed to third parties without prior written consent from the manufacturer, unless disclosure is required by law or by accreditation bodies. Both the BBA and the manufacturer should maintain appropriate controls for secure storage, transmission and retention, and should promptly report any actual or suspected confidentiality breach to the relevant parties.

Any information provided by the manufacturer in the Quality Plan will be treated in strict confidence.

GLOSSARY

Draft Quality Plan: A substantially blank document sent at the start of an assessment process to the manufacturer for completion. This document is in Word format.

Proposed Quality Plan: A document with details completed by the manufacturer, ready for the initial assessment audit of a new product or system. This document is in Word format.

Agreed Quality Plan: A document that fully describes a satisfactory and fully documented production process that has been approved by the Operations Manager and is agreed by both parties. A PDF version is sent via electronic link to the manufacturer for their record.

BBA workstream: A dedicated workstream containing technical colleagues with skills and competence aligned with assessments of construction products/systems. The four workstreams are Materials / Insulation and Building Physics / Civils & Highways / Structures & Building Envelope.

For more information contact our Quality Plan Updates 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