

BBA Webinar Mini-Series – w/c 7th June

1 - How to Interpret an Agrément Certificate

2 - UKCA – How this is going to impact your Business

3 - Gaining UKCA Marking – A step-by-step guide

4 - Taking you from ETA to UKTA

5 - Getting to grips with Post-Certificate Maintenance (TODAY)

All webinars start at 11am

Register or watch any of these webinars by going to the BBA website and following the link in the menu 'Webinars' (bbacerts.co.uk)



For over 50 years, we've been helping the construction and manufacturing industries build confidence in the solutions designed, created and implemented throughout the entire supply chain.

The BBA develops long-term partnerships with clients and associations to enable continued growth in both the UK and Global marketplaces, while remaining reassuringly impartial.

As a for-profit organisation Limited by Guarantee, the BBA looks to reinvest in the industry as a whole for the benefit of all stakeholders.



To date



6,000+
CERTIFICATES ISSUED



72+
COUNTRIES REPRESENTED
by CLIENT BASE



130+
BBA PEOPLE



50+
YEARS IN BUSINESS



400+
TESTING METHODOLOGIES



1000+
ANNUAL INSPECTIONS

What We Will Cover



Ramona Donnelly & Sean Downey

Operations Managers: Engineering @ BBA

Getting to grips with Post-Certificate Maintenance

- The certificate maintenance schedule
- What you should expect post-certification
- Bi-annual surveillance v 3-year review
- Things that could affect your certificate
- FAQs
- **Q&A - Your chance to ask those burning questions**

Getting to grips with Post-Certification Maintenance Lifecycle

Ramona Donnelly – Operations Manager: Engineering
Sean Downey – Operations Manager: Engineering

June 2021



In this webinar we'll help you understand more about:



- Post-Certificate Maintenance: What is it, and why?
- Things to expect during the maintenance cycle.
- The differences between a bi-annual surveillances and 3-year reviews
- 6 things that could affect your certificate through during the maintenance schedule
- Common FAQs around maintenance that will help you plan better.

The Certification Process



SELECT

Find the right application for your specific business need. Whether you are after certification, or whether you require something more bespoke, find the solution that's best for you.

MEET

Every client is then assigned an account manager who will facilitate the entire certification process, and a Project Manager to assist in scheduling your projects and keep you updated on progress.

CERTIFICATION

Once the entire process has been completed, we issue and publicise the results of the project in the form of an Agrément certificate or test result form.



APPLY

Download & complete an application form via bbacerts.co.uk or directly through our Client Services team

ENGAGE

Throughout the process, there are several areas where we need your input in the form of diagrams and documentation. We work with you to let you know exactly what we need, and when.

MAINTAIN

As part of our commitment to help you continue to mitigate your risk and remain compliant, our ongoing maintenance plans give you the peace of mind and convenience to plan and budget for the long-term growth of your product roadmap.

How Maintenance works & who helps you with it?



When you decide to proceed with Product Certification, as part of your project preparation, we discuss and agree a quality audit plan with you, which covers post-certification maintenance.

Maintenance follows the lifecycle of your certificate; so as long as your certificate is valid, maintenance activity will occur.

During your certification and maintenance cycles, you will work with:

An Account Manager:

Your BBA Account Manager is generally the person you originally discussed your requirements with and who presented various options to kickstart the process to you. They exist for the duration of your relationship with us, and are always available whenever you have any questions.

A Project Manager:

Once you've agreed that you'd like to proceed (whether you choose to do this as a Stage 2 (Exploratory step), or progress into full Certification (Stage 3), a Project Manager is assigned to you who guides you through the process. There will be information they need from you; in order to prevent any delays or complications.

An Assessor:

Once your certificate has been issued successfully, our BBA Assessors get involved in the maintenance lifecycle and will arrange visits when necessary to carry out the necessary reviews. If any issues arise, both they and the Project Manager will be able to work with you to resolve any queries as quickly as possible.

A Member of our Client Engagement Team:

Throughout your relationship with the BBA, our Client Engagement Team are always on hand to help you with any queries you have, and work with our internal teams to get you the answers you need.

Why Post-Certificate Maintenance?

Think of certification maintenance as the secret weapon helps to keep your product verified – for the duration of that certificate’s lifecycle.

We know that things change:

- Raw materials
- Suppliers
- Processes
- Teams
- Focus

And when they do, how certain do you feel that your product remains true against the criteria it was assessed for?

Post-Certificate Maintenance **follows the lifecycle of the certificate** to make sure that any changes that are made during the production of that certified product, are assessed and addressed; giving you the peace of mind and convenience to plan for the long-term development and success of your product offering.

Bi-annual Surveillance

- **What:** Production check at the manufacturing site for the Certificate holder (or their appointed manufacturer's) product.
- **When:** Twice a year, for the lifecycle of that certificate
- **What to expect:**

This confirms that all the main ingredients of that product, the quality control operated on these ingredients, the ongoing process used in production of that product, quality checks along the way, and checks on the final product are **intact**, against the criteria for which that product was originally certified.

3-yearly Reviews

- **What:** A compulsory technical check of the certificate
- **When:** Every 3-years from the date of certificate issue, for the lifecycle of that certificate,
- **What to expect:**

This checks a wide range of documentation and processes around the product itself and may include things like surveillance variation reports, complaints raised relating to the certified product, any references of critical changes to the product and production, any new tests conducted, and to ultimately validate that the product being sold will **perform as described in the BBA Certificate**.

- What do I do if I'm not sure whether a change in my production process may jeopardise my certificate?
- Isn't Certificate Maintenance just another way for the BBA to make money?
- I don't see the difference if I just change the colour of a product. Surely this doesn't affect my certificate?
- On occasion, a 3-year Review has taken place while other jobs are happening simultaneously. Why does this happen?
- In the case of a Review Re-issue, does that mean my certificate is not valid for that period until the 3-year review takes place?

Thank you!

Questions?