



POLICY

Quality

Rigour is a core value at BBA, shared by all members of our firm, from our managers to our employees and business partners. This means that we aim for quality in everything we do. Working together with our clients at ground level, we do it right the first time.

To establish the firm's strategic plan and objectives, BBA is mindful of the internal and external challenges resulting from legal, technological, competitive, commercial, cultural, social and economic environments. Additionally, requirements and expectations from all stakeholders, such as clients, employees, partners, suppliers, organizations, legal authorities, etc., are monitored and reviewed.

Objectives

Client satisfaction is a major objective we aim to achieve fully. We have established four criteria to assess and improve our performance:

1. Technical capacity
2. Document quality
3. Management capacity
4. Business relations

These specific improvement objectives are reviewed by management to ensure they remain relevant and efficient.

Commitment

We are committed to taking appropriate measures to provide our employees with the means to satisfy client expectations.

In addition to complying with related laws, regulations and standards, we prioritize actions such as:

- Maintaining, improving and measuring our business processes.
- Training all our employees, as well as raising their awareness and fostering their accountability.
- Requiring that our experts review deliverables.
- Empowering our employees to continuously improve the quality of our services.

BBA employees, subcontractors and suppliers must:

- Ensure they are trained and qualified to perform their work.
- Comply with current methods, processes and technological tools.
- Rigorously document their work according to established requirements.
- Sign or approve documents that are complete and conform to client requirements, and the laws, rules and standards applicable to their practice.

General roles and responsibilities

The President and Chief Executive Officer lays down the guidelines of this policy and adheres to it.

The Chief Operating Officer must implement this policy and ensure it is maintained.

The Quality and Improvement Director has the authority to ensure that:

- Processes are defined, measured and maintained.
- Members of the firm are made aware of and trained on how the quality system works.
- Gaps and system improvement needs are reported and addressed according to business risks.
- This policy is applied across BBA.

Process owners must establish, measure and improve the processes under their responsibility.

Practice leaders are responsible for guiding expertise evolution by developing skills, processes and tools.

Project managers and project leaders must ensure that a high level of quality is delivered and that full client satisfaction is achieved. Office directors are ambassadors of rigour and are responsible for:

- Ensuring the operational processes are applied according to BBA quality standards.
- Encouraging ingenuity, creative solutions and innovation to improve the firm's business practices.
- Optimizing operational efficiency.

Excellence leaders support their office director in achieving quality objectives and serve as quality and problem-solving experts.


Jérôme Pelletier,
President and CEO





At BBA, we have a clear understanding of your challenges and objectives. Our presence in the field and natural curiosity to keep an eye on the latest technology allow us to fully comprehend your operations. We are here to help you make the right choices in building profitable and environmentally-friendly projects.

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