



Internal Case Study



“The technical supervision process within the Bureau Veritas France Zone, managed through the internal “Qualif on-line” application, allows us to evaluate and maintain our high standards of technical excellence, in line with both our requirements and those of COFRAC, our accreditation body”

Bureau Veritas France Zone
QHSE and Risk Manager

Monitoring of technical staff in France

“Use of an on-line application to enhance technical excellence”

BUSINESS CHALLENGE

- Customers expect high-quality services and technical excellence from Bureau Veritas
- We must ensure our technical standards comply with the requirements of local accreditation bodies (such as COFRAC)
- Technical excellence is a key competitive factor

SOLUTION

- A 3-year cyclical monitoring program for technical staff has been introduced, which includes monitoring them on site and reviewing the reports and files they submit
- The program is managed through the internal “Qualif Online” application
- Action plans are formulated based on the program’s findings, and are implemented to ensure continued high standards of technical excellence

BENEFITS

- Our customers’ expectations are met
- The COFRAC operating license is retained
- Exposure to professional risks is greatly limited, through the rigorous monitoring of technical efficiency

ENTITY PROFILE

- Entity name: Bureau Veritas France
- South Europe Zone
- 440 offices
- 6,250 employees
- Divisions: Industry, Construction, In-Service Inspection & Verification, Health, Safety & Environment, Certification

