



**BUREAU
VERITAS**

SHAPING A WORLD OF TRUST

A GLOBAL LEADER IN TESTING,
INSPECTION AND CERTIFICATION

2025

A BUSINESS TO BUSINESS TO SOCIETY COMPANY

Our employees serve our clients and are inspired by society; they make Bureau Veritas a Business to Business to Society service company that contributes to **positively transforming the world we live in.**

Thanks to our unrivalled expertise, technical knowledge and worldwide presence, we support our clients by managing **quality, safety, health and sustainability risks**, to the benefit of society as a whole.

OUR MISSION

Shaping a World of Trust by ensuring a responsible progress.



KEY FIGURES



€5.9
billion

CA EN 2023



83 000
employees*



400,000+
clients



~1 600
offices &
laboratories

IN 140 COUNTRIES

V JAKÉ KONDICI MÁ BÝT QMS PŘED CERTIFIKACÍ DLE ISO 19443?

S prudkým růstem počtu certifikací dle normy ISO 19443 se začínají objevovat slabiny mnoha systémů. V některých případech jde o známé dodavatele s velkou tradicí.

Na následujících snímcích je záznam několika neshod z certifikačních i dozorových auditů.

Na následujících snímcích jsou anonymizované a krácené části zpráv z reálných auditů. Cílem bylo zachovat podstatu neshod, použitý jazyk i formu.

NCR 2:

5.2 Policy - 5.2.1 f) Establishing the quality policy

Classification: Minor

Description: A nuclear safety and quality policy included in the nuclear manual- revision 5 / section 2 is established. However, the policy does not mention a commitment to ensure that nuclear safety is not compromised by other priorities.

NCR 4:

4.4 Quality management system and its processes - 4.4.1

Classification: Minor

Description: The criteria to ensure effective operation and control of the processes for the sites are partially demonstrated during the audit, as well as the evaluation of processes.

NCR 7:

8.1.1 Provisions for counterfeit, fraudulent or suspect (CFS) items

Classification: Minor

Description: The organization has not taken into account the requirement of the clause 8.1.1 Provisions for counterfeit, fraudulent or suspect (CFS) items in its management system, in particular the fact of managing the detection of CFS as non-conformities and informing relevant parties without delay.

NCR 2:

5.1.3 Nuclear Safety Culture

Classification: Major

Description:

1/ The organization has not ensured that persons doing work under its control are aware of the nuclear safety culture. Employees associated with processes included in the certification scope have not followed the nuclear safety culture training deployed by the organization.

2/ The last nuclear safety culture awareness session for some operators was held in 2022, and their knowledge on this subject is limited.

NCR 3:

7.2 Competences

Classification : Major

Description:

1/ Although competencies are tracked in a competency matrix created for each team and managed by each team manager, the organization has not demonstrated the retention of appropriate documented information as evidence of its personnel's competencies.

During the audit, it was observed that the competency matrices are not accompanied by documented evidence justifying the indicated competency levels, such as training certificates, diplomas, or performance evaluations.

2/ There is no assessment of the effectiveness of the nuclear safety culture PPT training.

NCR 4:

4.4 Quality management system and its processes

Classification: Minor

Description:

The organization has not fully met the requirements of paragraph 4.4 of ISO 19443. Although a general platform exists to represent the organization of processes and their interactions, the other requirements of this clause are partially demonstrated. Moreover, the presentation of teams and activities varies according to processes, not providing a relevant level of information.

NCR 5:

9.1 Monitoring, measurement, analysis and evaluation – 9.1.1 General

Classification: Major

Description:

The organization has not demonstrated effective monitoring, measurement, analysis, and evaluation of its processes. Key Performance Indicators (KPIs) are not defined for all processes, and those that exist are of limited use in evaluating process performance. Furthermore, the annual management review does not present the results of each process or their KPIs, making it impossible to demonstrate the effectiveness and performance of the processes.

NCR 6:

9.3 Management review

Classification: Major

Description:

The management review does not take into account all the elements required by ISO 19443, notably:

1. Opportunities for improvement, including feedback from the nuclear energy sector, are not systematically brought up from the quarterly nuclear management review to the annual management review.
2. The management review support does not mention all the required elements concerning the nuclear sector.

NCR 7:

9.2 Internal audit

Classification: Major

Description:

1. No internal audit specific to ISO 19443 was conducted before stage 2 of certification. The organization was supposed to conduct the internal audit between stage 1 and stage 2.
2. The 3-year ISO 9001 internal audit cycle does not relevantly cover all critical processes, notably the R&D Project process.
3. The follow-up and closure of corrective actions from ISO9001 internal audits lack effectiveness, with actions remaining open for extended periods.
4. The absence of KPIs in certain processes, already identified in 2023, has not been corrected, calling into question the effectiveness of the internal audit process

NCR 8:

8.3 Design and development of products and service

8.3.4 Design and development controls

Classification: Major

Description:

Deviations were identified in the design verification and validation process for the XXXX project:

1. The verification note is missing in the design specification document DR20-B
2. For document DR20 plate, a new pressure performance test was scheduled for Q2 2023 due to a non-compliant result in the first test (34 result instead of 36 for max test pressure of thickness 0.6 (alloy304/306). However, no evidence of this new test or subsequent validation was presented, although the project is completed

KDE JSOU NEJČASTĚJŠÍ PROBLÉMY?

4.4. Procesy – všechny požadavky musí být naplněny

7.1.4 Prostředí pro fungování procesů – pořádek na pracovišti

7.5 Dokumentované informace – zejména dokumenty externího původu

9.1.3 Analýza a hodnocení – měření kultury jaderné bezpečnosti

9.2 Interní audit – kvalifikace auditorů, úplnost zpráv

9.3 Přezkoumání vedením – zahrnuje otázky jaderné bezpečnosti

10.2 Neshoda a nápravné opatření – skutečný systém

KONTAKTY



IVAN MILLER

Lead Auditor

ivan.miller.ext@bureauveritas.com

BUREAU VERITAS CERTIFICATION CZ



HELENA BLÁHOVÁ

Nuclear scheme business developer

helena.blahova@bureauveritas.com
+420 731 611 713

BUREAU VERITAS CERTIFICATION CZ



BUREAU
VERITAS

Shaping a World of Trust

WWW.BUREAUVERITAS.COM

