



## Internal Case Study



*“The monitoring program of our technical staff, which was conducted entirely on site, has resulted in vast improvements in terms of the quality of our certification services and staff training and communication. During a recent visit, our accreditation body (O.A.A.) pinpointed this initiative as one of the greatest strengths of our management system.”*

System Certification Services  
Technical Manager

## Monitoring of technical staff in Argentina

*“Ensuring technical excellence in the quality of our services”*

### BUSINESS CHALLENGE

- Over the past few years, Bureau Veritas has seen a sustained growth of its activities in Argentina
- This growth has been accompanied by an increase in staff numbers
- High standards of technical excellence are demanded by both customers and accreditation bodies

### SOLUTION

- An on-site monitoring program has been put in place, in a bid to optimize and maximize the opportunities for on-site supervision by senior technical staff
- Staff have received training to increase their awareness of this initiative, and also to recognize the vital role it plays in ensuring Bureau Veritas remains successful

### BENEFITS

- The program ensures that the technical staff at Bureau Veritas Argentina will maintain their unique approach and technical excellence
- Everyone is focused on the same goal, and any opportunities for improvement are spread throughout the technical team
- The entity’s reputation has been enhanced in both the eyes of its clients and its external accreditation bodies (O.A.A.) during re-accreditation audits

### ENTITY PROFILE

- Entity name: **Bureau Veritas Argentina S.A.**
- **Latin America Zone**
- **6 offices**
- **600 employees**
- **Divisions: Construction, Industry, Health Safety & Environment, In-service Inspection & Verification, Certification, Marine, Government Services and International Trade**

