



**Bureau de normalisation
du Québec**

BNQ is a member of the National Standards System (NSS).

QUALITY POLICY – CERTIFICATION

Through its services in standardization and certification, The BNQ is committed to supporting Quebec's economic development and addressing the challenges faced by society by offering innovative solutions regarding quality, sustainability, and safety.

Designed in accordance with internationally recognized procedures, its services promote innovation, and enable organizations to distinguish themselves, get ahead, and strategically position themselves within the markets.

Certification provides value added to companies, their customers and other interested parties when it is awarded by an impartial and competent third party. The BNQ is able to offer this value added thanks to its range of certification services. It undertakes to satisfy its clients' highest requirements:

- by complying with international requirements and standard practices in the management of all its certification programs;
- by maintaining the accreditation of products, processes and services certification and systems certification program, with the accreditation bodies, notably the Standards Council of Canada (SCC);
- by certifying the products, processes, services and systems in accordance with the applicable standards, certification protocols and reference documents;
- by considering the current and future needs of its clients and of any other party interested in its services;
- by developing a partnership network in relation to its clientele's needs;
- by deploying the necessary means to ensure:
 - the impartiality of its structure and its decisions;
 - the maintenance of development of its personnel's competencies;
 - the continuous improvement of the efficiency of its certification processes.
- by ensuring the maintenance of a level of administrative efficiency and knowhow that meets its clients' needs.

The BNQ's accessible and courteous personnel, recognized for their competence, professionalism and open-mindedness, favour the creation of the climate of trust necessary to perform its services.