



**MANAGEMENT SYSTEM
REGISTRATION GUIDE**

**ISO 9000
ISO 14001**



The Bureau de normalisation du Québec, the BNQ, is a management system registration, standardization and product certification body.



«The fact that our quality system was registered ISO 9002 by the BNQ has broadened our client base and given us more credibility in the eyes of current and future customers.»

Ronald Drapeau, Agr.
General Manager
CIPQ inc.



«We really appreciated the BNQ auditor's personalized approach. The climate of trust prevalent throughout the registration period opened up communication and enabled us to acquire information that improved our understanding of the ISO 9002 standard.»

Pierre Beaudoin, Eng.
Transelec inc.

Advantages of a BNQ Registration

- Personalized approach built on cooperation, before, during and after the registration of your management system.
- Customer service that is efficient and courteous, ensuring easy contact with our personnel.
- The rapidity with which our advisors, backed by a success-oriented support team, take charge of your registration project.
- Quality service efficiently provided by highly skilled auditors, who are open-minded and experienced, with an average of 15 years in the business.
- Staff qualified in interpreting standards in various fields due to ongoing training programs.
- Delivery of a credible, internationally recognized registration certificate within a short period of time.
- Free publication of your company name on our client list and in the many directories of registered companies.
- Reasonable, all-inclusive rates with no last-minute surprises.

Advisors with Time to Meet You

The BNQ's system registration advisors offer their complete cooperation. They are familiar with your field of activities, your ways of operating and your specific needs. They can help determine the scope of the registration and the most advantageous options for your company. The service contract is therefore clear, and you are certain that it meets your needs. Special benefits are available to multi-business firms and companies with more than one business location. Contact a system registration advisor for more information.

Checklists

Supplied free of charge, our checklists contain all the information needed to see for yourself whether your system conforms with the requirements of the ISO 9000 and ISO 14001 standards. The checklist is a highly effective revision tool. By using it, you can avoid making mistakes that could turn out to be costly in terms of time and money.

A REASSURING APPROACH ADAPTED TO YOUR NEEDS

PHASE 1 – PREPARING FOR THE AUDIT

Our Auditor – Your Partner

At the BNQ, we assign an auditor who is accredited in your field. The same auditor manages your audit file for the entire time the certificate is in effect. This lead auditor reviews your documents and oversees the audit. As a result, the auditor is in a position to assess the real progress your management system has made.

Document Review

Your registration process begins with an examination of your documents to ensure they contain sufficient information to conduct the audit. This examination can be done at the BNQ or at your company's office.

If the examination takes place on your premises, the auditor can give a verbal report right then and there. This helps you to take action quickly when corrections are required, and you benefit from the auditor's support right from the beginning of the process. When on site, the auditor makes a general assessment of your system, tours your facilities and, finally, agrees upon an audit plan.

Pre-Audit (Optional)

The pre-audit is an optional, preventive measure. It usually lasts a day, at a date agreed upon by you and the auditor, and consists of a brief on-site assessment of your company's system in comparison with the standard. With the lead auditor, you select the most relevant elements to be assessed. Those elements are then confirmed in the pre-audit plan submitted by the auditor. The pre-audit results are delivered to you on the same day.

Audit Plan

Our lead auditor and you agree upon the audit plan. You therefore know in advance the date, time, sites to be audited, time scheduled for each main activity audited and the identity of those answerable or involved in the audit and the audit team members.

The aim of our approach is to ensure the best and most efficient employee allocation when the audit is conducted.



«The ISO 14001 registration process made it possible to better supervise our environment protection activities and make them more visible to the public.»

**André Chevalier, Director
Shawinigan Smelter
Alcan**



«The routine visits by the BNQ auditors have helped us take a new look at how we do things, making it possible to continuously improve our company's environmental performance.»

**Daniel Couture, President
Framboisière de l'Estrie**





«Groupe PROGESTIC was impressed with the professionalism of the BNQ-appointed auditor. The planning, organization and understanding of our standards was impeccable.»

André Malo, Senior Partner
Groupe Progestic inc.



«Converdis would like to thank the BNQ for the professionalism of its auditors and the relationship of mutual trust established with our company.»

Luc Brochu,
Plant Manager
Converdis inc.



Québec Regional Car Dealers Group
«We appreciated the attitude and professionalism of the BNQ team. The audit with regard to ISO 9002 was conducted taking into account the strengths and weaknesses of our quality project.»

Bertrand Hébert, President, Citadelle
Chevrolet Oldsmobile Cadillac Ltd.

PHASE 2 – CONDUCTING THE REGISTRATION AUDIT

The purpose of the audit is to assess the conformance and effectiveness of your management system. The audit team verifies the system in place by conducting interviews, examining documents and observing the company's operations. Results are delivered to you as system elements are covered; you are therefore always kept up-to-date on the audit's progress.

When required, auditors give constructive feedback in order to improve your management system. They provide useful and accurate information concerning the interpretation of the standard's requirements. They make sure you grasp the audit's conclusions by validating your understanding of them.

You will receive a written audit report, including the auditor's recommendation, as soon as the audit is over or in the following days.

Registration Certificate

Your registration certificate is valid for a three-year period. You receive it as soon as possible, as recommended by the lead auditor. Duplicates are provided upon request in the language of your choice. You also receive a ready-for-use model of our registration mark for advertising purposes.

PHASE 3 – MAINTENANCE AUDITS

Maintenance audits are usually conducted once a year. Like the registration audit, it is used to assess whether the management system continues to conform and be effective.

To avoid any departures from the standard's requirements, the BNQ offers the option of increasing the number of maintenance audits. This is desirable in cases where systems have recently been implemented or where systems have undergone numerous and major changes.

Should you need additional information on our approach, please do not hesitate to contact a BNQ advisor:

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