



**Bureau de normalisation  
du Québec**

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

## QUALITY POLICY – CERTIFICATION

The BNQ's mission is to act as a partner of the business, industrial, social and government communities by providing solutions to their needs through the development of standards and the establishment of certification programs.

Based on internationally recognized methods, the BNQ's work favours innovation, improvement of the quality of products, processes and services, and their acceptance on all 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 compliance recognition services. It undertakes to satisfy its clients' highest requirements:

- by rigorously complying with international requirements and standard practices in the management of all its certification programs;
- by maintaining the accreditation of the compliance recognition programs, BNQ – Certification of Products, Processes and Services and BNQ – Certification of Systems, with the accreditation bodies, primarily 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 quality management system;
- 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.