



**Bureau de normalisation  
du Québec**

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

## QUALITY POLICY – LABORATORY ASSESSMENT

The BNQ's mission is to contribute to the economic growth of the business, industrial, social, and governmental communities in order to enhance the value of laboratory competence recognition and increase confidence in the results provided.

Based on internationally recognized methods, the BNQ's work aims to improve the quality of results obtained through laboratory testing, as well as their acceptance across all markets.

Under the accreditation programs in which it is involved and based on internationally recognized methods, BNQ-Laboratory Assessment assesses the competence and conformity of laboratories and recommends their accreditation to satisfy its clients' highest requirements:

- by complying rigorously with international requirements and standard practices as a conformity assessment body (ISO/IEC 17011);
- by assessing the laboratories in accordance with the applicable standards of the testing laboratories, medical laboratories, proficiency testing providers or reference material providers;
- by maintaining recognition of conformity of BNQ – Laboratory Assessment programs with partner bodies, primarily the Standards Council of Canada (SCC);
- by considering current and future needs, as well as the those of any other party interested in its services;
- by developing a network of partnerships in relation with its clientele's needs;
- by deploying the necessary means to ensure:
  - the impartiality of its structure and its recommendations;
  - maintenance and development of its personnel's competencies;
  - continuous improvement of the efficiency of its evaluation processes.
- by ensuring 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, help create the climate of trust necessary to provide their services.