



**Bureau de normalisation
du Québec**

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

QUALITY POLICY – VERIFICATION

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.

The verification of declarations provides added value regarding their credibility when carried out by an impartial and competent third party. The BNQ is able to offer this added value owing to its range of services. It undertakes to satisfy its clients' highest requirements:

- by complying with international requirements and standard practices in the management of all its verification programs;
- by maintaining the accreditation of the verification programs by accreditation bodies, notably the Standards Council of Canada (SCC);
- by verifying the declarations in accordance with applicable standards, 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 the needs of its clientele;
- by deploying the necessary means to ensure:
 - the impartiality of its structure and its decisions;
 - the skills maintenance and development of its personnel;
 - the continuous improvement of the efficiency of its verification processes;
- by ensuring the maintenance of a level of administrative efficiency and know-how that meets its clients' needs.

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