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**Bureau de normalisation
du Québec**

BNQ 9902-001/2024

**Product, Process and Service Certification —
General Rules of Procedure**

INFORMATION DOCUMENT

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Product, Process and Service Certification —
General Rules of Procedure

*Certification de produits, de processus et de services —
Règles de procédure générales*



Bureau de normalisation du Québec

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As an administrative unit of Investissement Québec (IQ), the BNQ produces standards that meet the needs of the industry, of public and para-public organizations, and of concerned groups.

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PRODUCT, PROCESS AND SERVICE CERTIFICATION — GENERAL RULES OF PROCEDURE

INTRODUCTION

The Bureau de normalisation du Québec (BNQ) offers to companies¹, on a contractual basis, various certification programs allowing them to have recognized the conformity of their products, processes or services with the requirements of a normative document or a part of a normative document.

A certification program is generally based on a certification protocol, or a certification document, which provides additional clarification to the general rules of procedure set out in this information document and describes special conditions for intervention by the BNQ, along with the specific requirements that shall be met by the company within the certification procedure.

In the event of any discrepancy between this information document and the certification protocol or the certification document, if applicable, the latter take precedence.

The general rules of procedure described in this information document are developed in accordance with the accreditation requirements of certification bodies for products, processes and services including those of the Standards Council of Canada (SCC).

1 PURPOSE AND SCOPE

This information document includes the general rules of procedure of the BNQ applicable to product, process and service certification programs based on normative documents.

For product certification, BNQ certification programs are offered in the following three formats:

- a) product certification;
- b) component certification;
- c) product attestation.

1 This information document can also apply to non-commercial organizations.