



**Bureau de normalisation  
du Québec**

**BNQ 9902-001/2025**

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

**INFORMATION DOCUMENT**



BNQ 9902-001/2025

Product, Process and Service Certification —  
General Rules of Procedure

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



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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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## **INTRODUCTION**

The Bureau de normalisation du Québec (BNQ) offers to companies<sup>1</sup>, 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.

This information document specifies:

- a) the steps for the certification or attestation process leading to the issuance of a certificate or an attestation letter;
- b) BNQ and its Clients' responsibilities and commitments;
- c) the provisions foreseen to:
  - deal with situations that might have impacts on the certification issued;

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